



Philips eAcute Program
essential support
for your medical/surgical teams

innovation ✦ you

PHILIPS

Putting technology into action

The medical/surgical units are dynamic environments in every hospital. Nursing staff must deliver exceptional care to every member of the medical/surgical patient population. When focus swings to one patient, another may unexpectedly worsen. So a team approach is essential. But like any team, your medical/surgical staff requires the right support and tools to succeed.

At Philips, we understand the needs of patients and those who care for them. Our insight-based innovations have pioneered the field of telehealth care delivery programs. Now your medical/surgical units can receive essential real-time physician support from the eAcute clinical program.

With eAcute, your medical/surgical patients receive 24/7 monitoring and your clinician staff has on-demand access to vital patient information and collaboration tools.

Even from hundreds of miles away, the eAcute program provides continuous monitoring of each patient using clinical algorithms. When a patient's condition deteriorates, staff is alerted. This way, the most at-risk patients receive the team's timely attention.

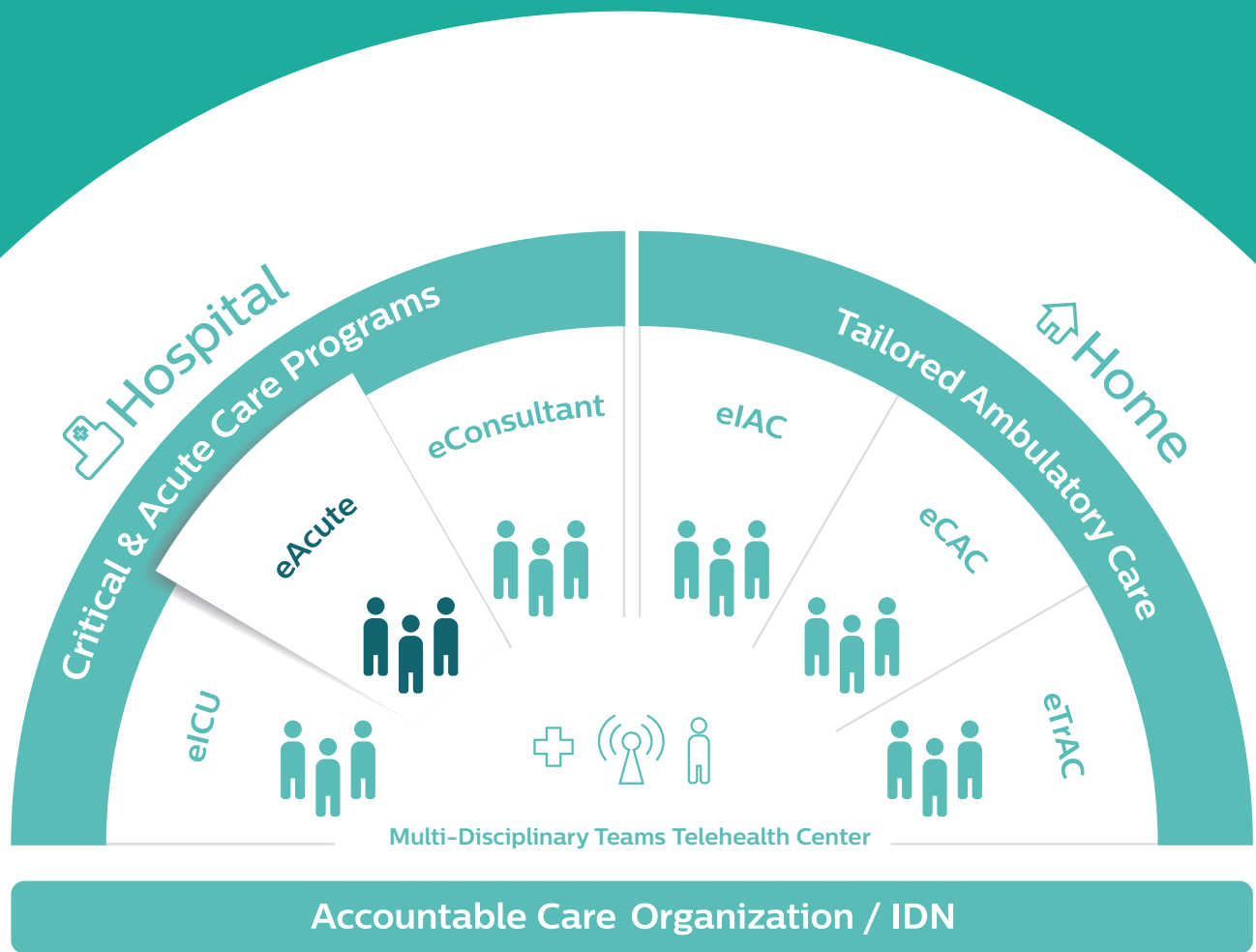
Creating tomorrow's medical/surgical unit

Powered by the eCareManager software system, the eAcute clinical program is designed to:

- Facilitate collaboration and patient observation via a two-way audiovisual link.
- Detect deteriorating patient condition using clinical decision support algorithms.
- Allow maximum bedside care for those patients most in need.
- Transition to population management approach and improve compliance to best practices, reducing medical/surgical errors and leading to better outcomes.
- Aid in attracting and retaining top physicians and nurses.

Part of the Philips Hospital to Home Clinical Programs

From the operating room to the living room, Philips continues to transform clinical delivery for virtually every aspect of healthcare. At the core of our critical, acute and ambulatory care programs is the enterprise telehealth center. This holistic operating model helps manage the complex care coordination challenges facing healthcare professionals. By adapting to the structure of your healthcare organization we facilitate collaboration, help improve outcomes and manage costs.



A program that **positively impacts** the entire health system



For Health System Leadership

Integrated solutions for greater efficiencies

The eAcute clinical program is designed to:

- Lead staff through a structured transformation process to help improve outcomes and reduce project risk.
- Facilitate discharges and patient transitions to lower-cost settings, while avoiding costly bounce backs.
- Provide oversight of higher risk medical/surgical patients to help avoid ICU admissions.
- Increase medical/surgical throughput capacity via decreased medical/surgical LOS.
- Optimize overall operations, potentially resulting in reduced capital costs and increased medical/surgical revenue.
- Offer innovative population management tools to help prioritize and manage care.
- Lower cost per case, helping prepare for new capitated payment models and population-management requirements; therefore, providing strategic options and growth scenarios.
- Increase health system's community profile as a leader in telehealth-enabled care delivery models and outcomes.
- Aid in attracting and retaining physicians and their patient panels with supporting infrastructure for an improved work environment.
- Aid in recruiting and retaining nursing staff due to improved physician communication and program recognition, decreasing turnover cost and improving consistency of service.



For Nurses

Keeping the focus on patient care

The eAcute clinical program is designed to:

- Focus attention on patients with highest needs and potentially improve patient care and outcomes.
- Provide broader information set from the telehealth team to the bedside team, to help improve physician communication.
- Improve nursing satisfaction through real-time 24/7 physician support.
- Help enable additional bedside care, including visual oversight of confused patients, tracking of best practice compliance, and second signature on medical/surgical orders.
- Create a leading medical/surgical environment in which to practice.
- Enable telehealth team to mentor bedside team upon request.
- As team members, enable telehealth staff to conduct clinical quality programs, relieving some of the burden on the bedside team.

For Medical Staff

Increased support for improved outcomes

• Application of the eICU care model to the medical/surgical patient population may improve patient outcomes, throughput, and costs. In a study of an eAcute prototype, compared to standard care, a telehealth-based care delivery model in the medical/surgical unit was associated with:

- 17% reduction in length of stay.
- 16% reduction in cost of care per case.
- 26% reduction in death or discharge to hospice care.
- 36% reduction in patient falls.

The eAcute clinical program is designed to:

- Improve compliance to best practices, which can potentially reduce medical/surgical errors and lead to better outcomes.
- Extend telehealth physician support to nursing staff for routine issues, allowing on-site physicians to focus on more critical decisions.
- Distinguish the practice by establishing additional support for acute care patients.
- Provide off-hours physician support to reduce calls and enhance your work environment.
- Transition your health system to a population management approach, focusing the talent and experience of medical staff on the patients that are most at need.



For Medical Informatics Staff

Intelligently designed to enhance population outcomes

The eAcute clinical program is designed to:

- Provide entry to a large community of passionate users, providing validation and ongoing support to your team.
- Leverage investment in EMR system by obtaining timely and actionable data.
- Use an open-integration approach with proven interfaces and, for current users, leverages pre-existing eICU interfaces.
- Minimize customization.
- Employ visualization tools to enable population management strategies.
- Benchmark performance on clinical outcomes, best practice compliance and organizational characteristics across a population.
- Streamline the deployment to help minimize risk and potential cost overruns.
- Continue Philips' proven track record of product innovations.



The Bottom Line:

Better care and proven results

The benefits of adding eAcute, powered by eCareManager, to your well-trained staff are quantified and significant.

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Building on **the success** of telehealth in the ICU

“We have never been more convinced of the power of telehealth to improve patient access and outcomes and reduce costs. Adding acute care telehealth services is a natural extension of our successful eICU and telestroke programs and will allow us to support our mission to provide quality care to patients in need, regardless of location.”

Lynn Britton
Mercy, President and CEO

The healthcare model continues to change at a rapid pace. The **pressure to reduce costs** has never been greater, but the expectation of world-class care remains.

Philips invites you to join us to help **improve patient outcomes**, expand access to care, and make healthcare delivery **more efficient**. Let us demonstrate how the eAcute clinical program can help your team deliver **the best patient care** and meet the challenges of today's changing economic environment.

To learn more about how **Philips Hospital to Home** programs can help transform your organization, go to **www.philips.com/enterprisetelehealth** or call **(866) 554-4776**.

1. Jenkins CL, et al. Positive Deviance: Introducing eICU Technology to the Medical Surgical Patient Population. Banner Health. Nov. 2010.



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