



forward advantage

customer story

Methodist Health System Institutes a Facility-Wide Implementation of Bed Stat™ and Keeps Their Bed Status Dialed In

Methodist Health System recently implemented Forward Advantage's Bed Stat™, the automated telephony solution for MEDITECH's Bed Board bed management solution, in all of its three MEDITECH Client/Server facilities located in the Dallas, Texas area. Bed Stat, developed in collaboration with MEDITECH and built on the Communication Director platform, allows housekeeping staff to report bed status directly to MEDITECH's Bed Board using a familiar Interactive Voice Response (IVR) interface and virtually any telephone.

Utilizing MEDITECH's Bed Board email functionality, clinical staff sends immediate text page notification to housekeeping that a patient has been discharged or transferred. Housekeeping staff then use Bed Stat to send immediate notification to the Bed Board to report the status of beds whether the cleaning is "in progress" or is "clean."

"The two working together is a critical part of the timing to ensure a successful bed management system," says Erica Gillin, systems analyst for Methodist of Dallas. "Bed Stat is an essential part of our streamlined workflow to recognize the benefits and return on investment associated with better bed management."

The benefits realized by Methodist include improved bed turnover by allowing the housekeeping staff to utilize a familiar interface and avoid data entry in the HCIS, less time spent on providing access to the HCIS for housekeeping staff, and providing the admitting department with timely information to update MEDITECH's Bed Board, all of which add to resource and revenue savings for each facility.

When Methodist Health System decided to transition from their existing bed management solution to MEDITECH's integrated Bed Board, they were concerned about workflow impact. "We were hesitant about implementing a new solution for an already proven workflow, but were pleasantly surprised when it proved to be a seamless transition by Forward Advantage," said Erica, "The implementation was smooth, the staff was knowledgeable, and we're very happy."

For more information about Bed Stat as a solution for your facility, contact a Forward Advantage sales representative at 877-636-7927.



for MEDITECH Bed Board