



## CLIENT SPOTLIGHT



## SafetyZone Reporting for Long-Term Care & Rehabilitative Services

Lexington Health Network includes more than 1,700 skilled nursing beds in ten different post-acute, nursing, and long-term care buildings, in addition to more than 500 independent retirement units, 150 assisted-living units within three senior-living centers, home health care, hospice care, and private care services.

Lexington has been a client of Clarity's since 2005, when they first embarked on their Healthcare SafetyZone<sup>®</sup> reporting journey. It started with the essential need to replace manual reporting methods with a new web-based event management system. The SafetyZone serves as a trigger system for the quick identification of quality and safety issues that may affect their residents and patients. Early identification enables management and staff to implement interventions that will help improve the delivery of healthcare services.

### Initial Goals

- Obtain more complete and objective information in a legible form
- Enhance the speed with which interventions are put into place
- Create a more efficient reporting and follow-up process
- Enhance the care provided to residents and patients
- Remove all traces of the old paper reporting process

### Onboarding Strategy

There was a real concern amongst leadership that there may be a lag in staff reporting due to the perceived complexity of attempting to automate several processes which had been manual up until that point. Clarity's plan was to provide hands-on training and a soft push to get staff used to the new system. And it worked! The SafetyZone system was quickly operational across all centers and reporting began to increase almost immediately.

### What to Collect?

The Healthcare SafetyZone<sup>®</sup> is a highly adaptable system, built on templating and honed by the experiences of our provider-clients. Lexington's existing forms served as the basis for the event types to be collected, but quickly evolved to encompass several different additional event types. Templates can be revised easily as new areas need to be addressed or questions need to be changed for improved data collection.

**“Through the use of the SafetyZone we've been able to change the traditional 'incident report' into a total change management tool. We receive complete information in a timely manner and we can react quickly through follow-up and investigation to prevent future events from occurring. The ability to address a resident's or a patient's concern in near real-time has become a tangible and meaningful benefit for us.”**

## **HEALTHCARE SAFETYZONE® for LEXINGTON HEALTH NETWORK**

**SAFETY INCIDENT & ADVERSE EVENT REPORTING  
FALLS, PRESSURE ULCERS, MED VARIANCE, SKIN TEARS & BRUISES  
EMPLOYEE & ENVIRONMENT SAFETY  
MISSING PERSON  
INFECTION SURVEILLANCE & CONTROL  
ALLEGATIONS OF ABUSE**

### Actionable Data

The Healthcare SafetyZone® system enables Lexington Health Network to gather specific and timely information, and more importantly, to act on the information quickly. In addition, the workflow engine immediately routes to all those who need to know, which supports communication among providers and enables quick interventions to take place as needed.

**“We've been able to customize our reporting templates and incorporate specific interventions from the SafetyZone directly into a resident's Care Plan. Our managers can now look specifically at SafetyZone data and check the Care Plan in the medical record to make sure follow-thru is there.”**

**“This has created accountability and enhanced the care provided in almost real time.”**

### Major Takeaways

- The ability to quickly and easily make revisions to their reporting and follow-up templates as their needs and those of the industry continue to evolve
- A high volume of reporting with low operational bandwidth
- The ability to easily provide information to state inspectors and reinforce their commitment to organizational quality and safety
- Rapid follow-up and real-time decision-making
- Ease-of-use and efficient workflow management
- The ability to address family concerns immediately to reduce dissatisfaction and ensure enhanced quality of care

## In Their Own Words

- The SafetyZone system is easy to implement with minimal IT staff resources required; Clarity manages the application
- The SafetyZone system is easy to use and requires minimal staff training
- The SafetyZone system is very flexible and enables us to customize it to our settings
- The SafetyZone system's hands-on and web-based training helps to orient new staff to the effective use of the system
- Clarity's SafetyZone implementation process and Help Desk provide consistent and effective customer service and offer suggestions for enhancing the benefits that we can obtain from the system



[claritygrp.com/safetyzone/ltc](http://claritygrp.com/safetyzone/ltc)