ObservSMART
OBSERVATION • COMPLIANCE • SAFETY

Case Studies

ObservSMART **Validated** Value

- Increased, <u>validated</u> observation compliance

- Decreased patient incidents

- Decreased patient aggression

- Decreased patient falls

- Increased patient satisfaction

- Increased employee satisfaction

- Decreased 1:1 monitoring

ObservSMART

ROGERS
Behavioral Health

3 inpatient hospitals

20 outpatient centers

14 residential programs

40+ unique partial hospitalization and intensive outpatient programs

Patients came from all 50 states and 4 Canadian provinces

Seattle

Appleton
Brown Deer
Kenosha
Madison
Oconomowoc
Sheboygan
West Allis

Twin Cities (2)

San Francisco East Bay

Chicagoland (2)

Philadelphia

Los Angeles

Nashville

San Diego

Atlanta

Tampa

Miami

"

We have had a 50% reduction in incidents and suicidal gestures since the implementation of ObservSMART. "

Adam El-Ali, Vice President

Case Study

Incidents Incident Investigation Complaint Surveys	Reduction 50%	Annual Direct Cost Savings $2M
Annual Direct Cost Savings: $11.56/Per Patient Day		

Operational Accomplishments

Pre ObservSMART (4ᵗʰ QTR 2021)

- On-Time Rounds: 65%
- >20 min gaps   >8%
- Avg 230 Incidents per month
- Patient Aggression   6.89
- Employee Injury Rate   6.42
- Aggression Related Emp Injury   4.55
- Patient Satisfaction   4.26
- NPS   19.50
- 1:1 Hours: 9,406 hours

Post ObservSMART (4ᵗʰ QTR 2022)

- **91%**   (Current 97%)
- **2%**   (Current 1%)
- **(↓17%)**   Avg 191 Incidents per month
- **(↓23%)**   Patient Aggression 5.32
- **(↓ 40%)**   Employee Injury Rate 3.64
- **(↓60%)**   Aggression Related Emp Injury 1.82
- **(↑14%).**   Patient Satisfaction 4.40
- **(↑168%)**   NPS 52.31
- **(↓ 42%)**   1:1 hours 3,933

Case Study: 1:1 Observation Reduction

Beacon Behavioral Hospital is a leading provider of mental health services in Louisiana with 11 locations.

Post implementation, Beacon Behavioral has experienced an overall 50% reduction in 1:1 orders

Reduction attributed to:

- Physicians having greater confidence that the patients were being checked on and didn't default to a 1:1.

- ObservSMART also allows for tighter observation intervals (i.e., 5 or 7 minutes), as opposed to always defaulting to a 1:1.

*2 FTE x 3 Shifts ($220,000 / 365) / 21)

Function	Reduction %	Annual Savings
Constant Observation (1:1)	50%	Direct Cost Savings $220,000/yr
Annual Direct Cost Savings: $28.78 Per Patient Day*		
Net Direct Cost Savings Per Patient Day: $26.53**		

" **Staffing constraints are considerable so this also frees-up our ability to admit more patients.** "

Gary Burns -SVP Inpatient Operations

**Savings is net of ObservSMART costs

Operating Expense Reduction

████████ implementation of ObservSmart has driven $5.3M in opex reduction by lowering the need for 1:1 FTEs by 48%

Observe Smart reduced need for 1:1 FTEs by 48%...	...While increasing ADC by 36%	...Resulting in $5.3M opex reduction 2020-2023
2018 — 34	164	$1.1M
2019 — 32	164	$1.3M
2020 — 15	165	$1.3M
2021 — 14	177	$1.6M
2022 — 20	207	
2023 — 18	222	
-48%	+36%	$5.3M opex reduction 2020-2023

Note: $1.3M Avg. OPEX/Net Income Adder Carried Forward 2020-2023. 2. Based on $27/hr. OT rate, Normalized per year by rate of reduction (FTE/ADC)

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ObservSMART

Additional Reported Reductions

Sharp Mesa Vista (4 Hospitals) 6 months post installation
   20% Reduction in Falls

Pennsylvania Hospital System (6 Hospitals) 12 Months post implementation
   Reduced serious events by 75%
   Falls by 15%, Falls with harm by 60%
   Self-harm by 43.1%, Self-harm with harm by 91%

   Note: This improvement was achieved despite a 15% increase in the number of admissions, facilitating over 22,000 inpatient behavioral health admissions.