

## Capio St. Göran Hospital Patient Flow

Use of 2-way communicating patient tags improves throughput in the surgical unit and relieves congestion.



### Customer Challenge

*Surgical centers are some of the most profitable units in a hospital. However, bottlenecks in the process create inefficiencies and negatively impact patient satisfaction.*

*Waiting areas become congested as arriving patients are told to wait until they are called. And wandering patients cause downstream delays as staff try to locate them.*

### The Solution

*Arriving patients are assigned an AiRISTA B4n patient tag when they register. Patients are free to move about the facility while they wait. Using existing wireless access point infrastructure, the patient's location can be determined at any moment.*

*From the administrator's console, custom messages are sent to the patient's B4n rtls tag notifying the patient when it's their turn to be seen and the location. The patient tags are collected before the surgical procedure and return to the admissions desk.*

### Results

- *With a hospital RTLS solution, delays in delivering patient to pre-op were virtually eliminated.*
- *Fewer delays meant fewer procedures needed to be rescheduled with the use of RTLS software.*
- *Patients felt informed and satisfaction rates increased.*

### About the Customer

*Saint Göran Hospital is a hospital in Stockholm, Sweden. It is located on Kungsholmen, a small island in the lake Mälaren in the city center. St. Göran is one of Sweden's oldest hospitals dating back to the 13th century.*

*Capio St. Göran offers a broad spectrum of 31 medical specialties, but at the same time just small enough for all employees to be able to influence decision making. It is the first and only privately owned emergency hospital in the country. In 2000 they became part of Capio, one of Europe's leading healthcare companies.*

### Solution

- AiRISTA B4n Patient Tag
- AiRISTA RTLS Software Platform
- 7LAB Patient Flow Implementation and Services

## Customer Details & Solution

Before implementing the solution, patients would arrive and gather in small areas as they waited to be seen. The close proximity was unhealthy and increased patients' anxiety. Eventually they would be led to the second floor for preoperative care. Today, patients are assigned a B4n patient tag and simple instructions on a piece of paper. The tag's unique ID is associated with a specific patient in the AiRISTA software platform. They are given the freedom to visit the cafeteria or gift shop. With Wi-Fi coverage throughout, the patient's location was always known and messages could be delivered to the display on their B4n.

The surgical center has visibility to the patients and their locations through the software's browser interface. When a specific patient is required, a message is sent from the system to the display of the B4n tag directing the patient to the surgical center where the tag is returned and made available for new patients.

## Solution Benefits

A holistic approach to healthcare provider evaluation includes patient outcomes, safety and satisfaction. The RTLS patient flow solution implemented at Capio St. Göran was instrumental across several measures.

- **Benefit 1** Waiting area congestion was relieved with a positive impact on patient flow.
- **Benefit 2** A count of patients and their wait times allowed for a real time response to changes in demand.
- **Benefit 3** The B4n patient tag can also trigger an alert by the patient if they experience duress.
- **Benefit 4** Implementation by AiRISTA partner, 7LAB ([www.7lab.se](http://www.7lab.se)), was easy for patients to use with minimal instructions.



AiRISTA Flow, Americas  
1966 Greenspring Dr. | Suite 125  
Timonium, MD | 21093 | USA  
Tel: 1-844-816-7127  
[salesinfo@airista.com](mailto:salesinfo@airista.com)

AiRISTA Flow, APAC  
Level 9 Wyndham Building  
1 Corporate Court  
Gold Coast | QLD | Australia  
Tel: +61-07-2104-1852

AiRISTA Flow, EMEA  
Espoo | Finland  
[salesinfo@airista.com](mailto:salesinfo@airista.com)



## Key Take Aways

- Leveraging the existing wireless access points kept costs down.
- The solution's simplicity allowed for deployment by AiRISTA Partner, 7LAB, in days.
- Patients found the solution easy to use.
- Mats Brunnberg-Wernqvist at St Göran says that the solution works very well and they feel that the patient flow to surgery has improved.
- St Göran is considering extending the solution to the emergency department.



## About AiRISTA

AiRISTA's Location Services Solutions are the heart of some of the world's largest RTLS deployments representing hundreds of thousands of end points per customer in demanding environments like the California Department of State Hospitals, the US Defense Health Service, and Fortune 500 companies. For details visit our web site or contact us for a demo ([salesinfo@airista.com](mailto:salesinfo@airista.com)).

AiRISTA Flow, Americas  
 1966 Greenspring Dr. | Suite 125  
 Timonium, MD | 21093 | USA  
 Tel: 1-844-816-7127  
[salesinfo@airista.com](mailto:salesinfo@airista.com)

AiRISTA Flow, APAC  
 Level 9 Wyndham Building  
 1 Corporate Court  
 Gold Coast | QLD | Australia  
 Tel: +61-07-2104-1852

AiRISTA Flow, EMEA  
 Espoo | Finland  
[salesinfo@airista.com](mailto:salesinfo@airista.com)