






**IMPROVING PATIENT OUTCOMES AND
NURSING STAFF SATISFACTION
WITH INTELLIGENT WORKFORCE
SOLUTIONS**

 **Wednesday**
23 Oct 2024

 **Virtual Event**

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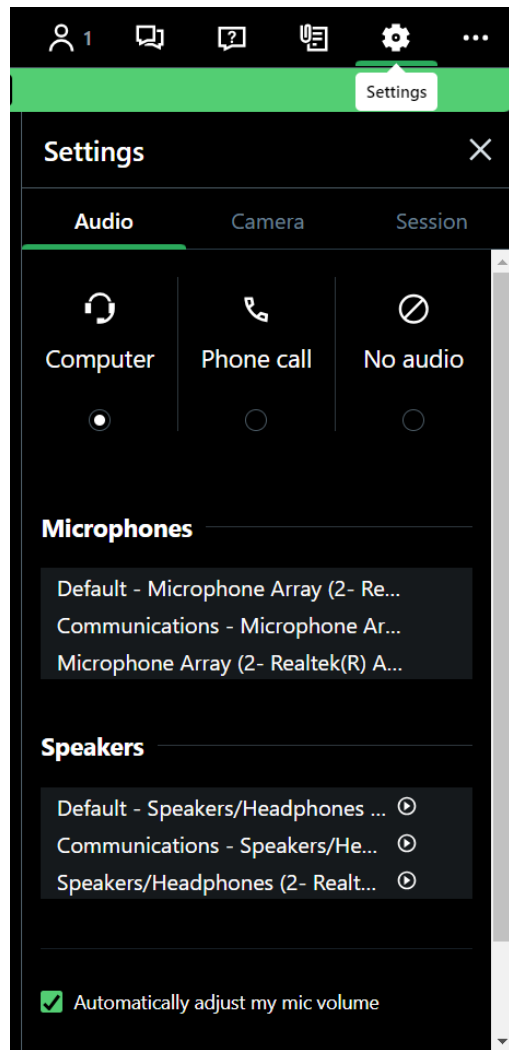


navenio

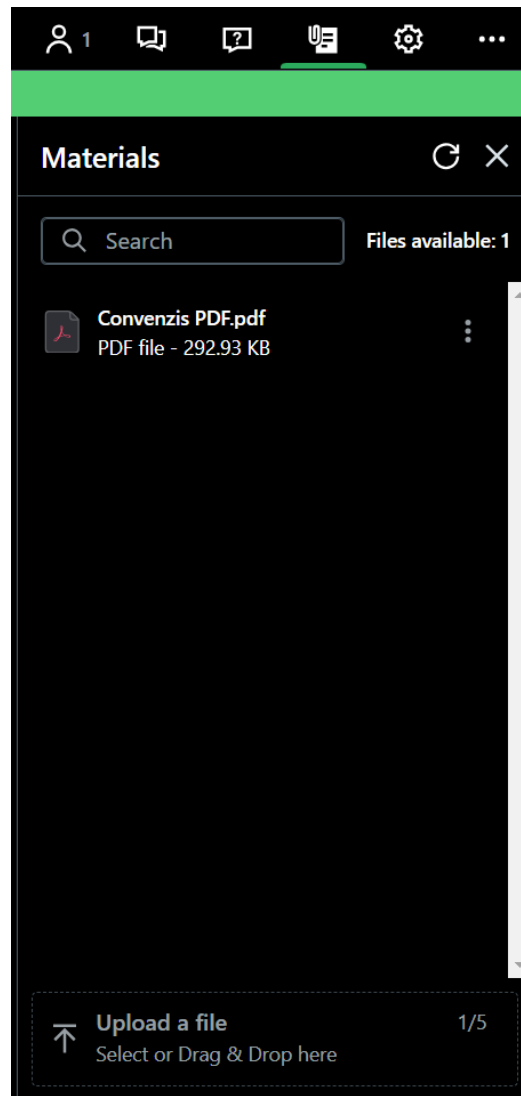
23rd October 2024 | Virtual Event

Agenda for today:

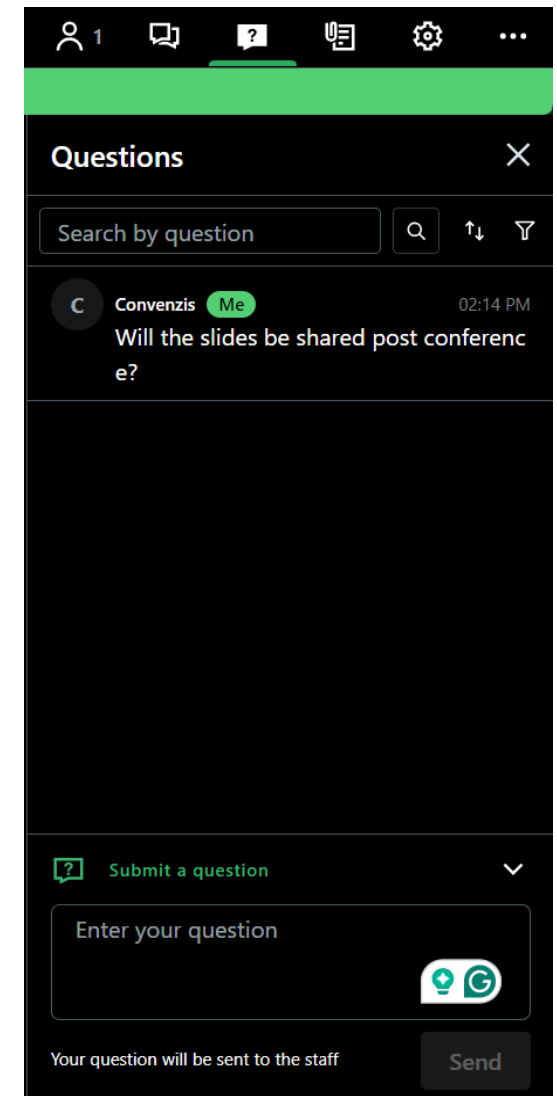





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You will find the handouts section of the conference here. Click on the PDF, and download.



If you have any questions or comments for Speakers across the day, please expand the Questions Section on the GoToWebinar panel. You will not be able to see each others questions.

 **What came first the Chicken or the Egg?** 00:02

In progress 0% voted

Chicken	(0) 0%
Egg	(0) 0%

Click on **one** of the multiple choice options, then press 'Submit'

Connie Moser

Chief Executive Officer at Navenio

- Connie brings an extensive background in Healthcare IT
- 30 years in the building of growth organisations.
- Previous roles include as Chief Executive of Verge Health and Chief Operating Officer of Rise Health.
- A leadership skillset accomplished through strategic acquisitions and the streamlining of business process through automation.



Elizabeth Klein

Chief Nursing Information Officer North Cumbria Integrated Care NHS Trust

- 40 years experience as a nurse across multiple clinical environments
- 7 years in corporate nursing moving from Head of Nursing for Patient Safety to current role as CNIO working collaboratively to implement digital transformation
- Keen interest in understanding how digital technology can be implemented to support the provision of better care



Sarah Barclay

Soft Services Lead FM Mitie at Cumberland Infirmary

- Head of Soft Facilities Management Services and with Mitie since 2021.
- Team leader with responsibility for over 200 employees
- Key responsibilities for domestic and catering business
- Passionate about delivery of exceptional service with a focus on service delivery through technology



Today's Webinar Discussion



- **The Cumberland Challenge:** Managing increasing patient numbers while maintaining high standards of care
- **Managing Manually:** Portering, cleaning and waste disposal the Mitie way
- **A Technology Upgrade:** Automation and task allocation to right person, right place, right time
- **Intelligent Workforce Solutions:** Gaining organisation wide visibility
- **Generating Positive Results:** Documenting impact
- **Improving Patient Care:** Without adding staff



Who are Cumberland Infirmary and What is Mitie?

- Cumberland Infirmary is an acute hospital site based in Carlisle and is the largest of two hospitals within the North Cumbria Integrated Care Trust
- The hospital has 440 beds, has 24-hour A&E and incorporates all clinical and medical procedures
- Mitie are the UK's leading Facilities Management & Service Provider. (Hard and Soft Services)
- Healthcare is part of the Communities sector within Mitie which also incorporates education, care and custody.
- Currently Mitie Healthcare operates Facilities management in 18 Acute hospitals and 13 community locations across the UK two of which are in the top 10 largest



#1

What do you think the greatest challenge is facing your NHS Trust currently?

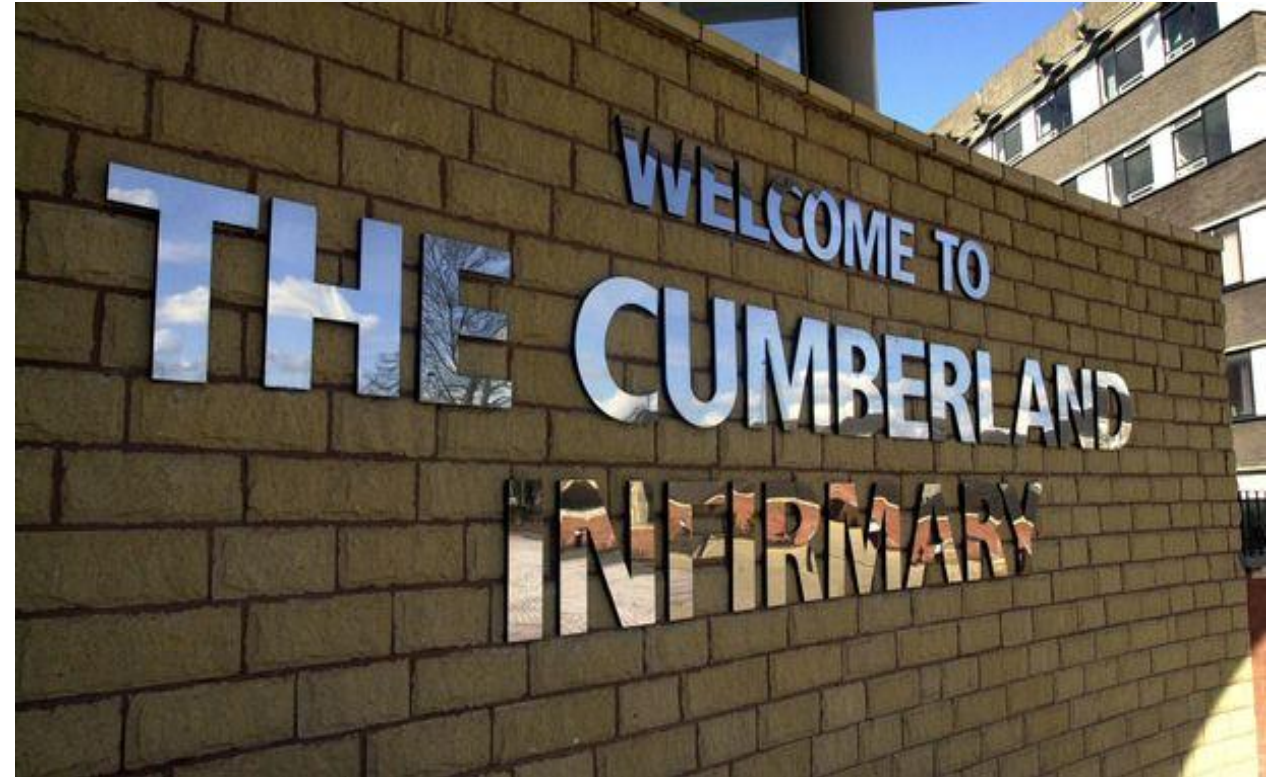
- a. Communication between departments
 - b. Efficiency & Productivity of staff
 - c. Output vs Additional Resource
-

What did Cumberland Infirmary & Mitie do before innovative digital implementation?

- Mitie Computer Aided Facility Management System (CAFM) system based on manually tasking functionality
 - Antiquated Trust strategy for addressing higher patient volumes with existing technology platform
 - Paper and radio-based functions in order to delegate and deliver tasks to staff.
 - Poor collaboration between departments leading to a culture of blame. This inevitably inhibited patient flow.
 - Limited to zero Trust ability to track efficiency and work standards.
-

The Challenge in Cumberland Infirmary

- Increasing patient numbers.
- Delays in service delivery creating longer waiting times.
- Stress of patient volume creating negative impact on healthcare teams.
- Trust and Mitie desire to deliver innovative digital solutions to patient flow challenges.
- Lack of transparency in service requests with impact on hospital and FMO relationship.



#2

How much time on average do you think clinical staff spend on non-clinical related tasks per week?

- a. Less than 10%
- b. Between 11% and 19%
- c. More than 20%

“The Journey from the Darkness of the Cave to the Spaceship!”

Significant improvements in the **efficiency and workflow of staff** and teams were unlocked.

Implementation of Navenio’s **Intelligent Workforce Solutions (IWS)**.

Automation of task management for healthcare .

Navenio technology delivered new workflow management processes for the Trust.

Hundreds of hours of clinical time released **bringing clinicians back to the bedside.**

Further Navenio technology expansion is a Trust opportunity with **Trigger Tasking.**

Patient Flow



Nurse Call Automation



Asset Tracking



Staff Duress



Task Workflow Optimization



Facility Layout Optimization



Command Centre Solution



#3

Does your NHS Trust have a current strategic objective to implement a digital solution to address efficiency and productivity?

- a. Yes
 - b. No
-

The Navenio Technology Impact!



Faster
Response
Times to
Patient Care

58%
Decrease in
Response
Times

Streamlined
Porter Tasking;
Delivering
Better Overall
Efficiency

65%
Reduction
In Porter
Response
Times

Significant
Increase in
Daily Cleaning
Tasks

247%
Increase in
Cleaning
Tasks

Supporting
Trust Metric
Compliance
Standards

99%
Compliance
in Patient
Transfers

Significantly
Quicker
Allocation &
Completion of
Tasks

57%
Reduction
In
Assignment
Times

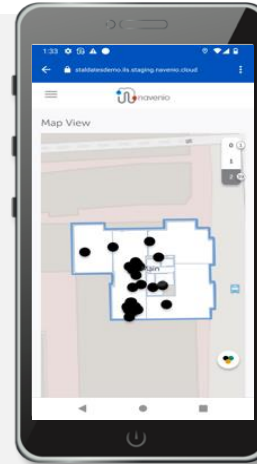
Over a 12-month period, Navenio will generate **£1.2M In Additional Radiology Trust Revenue**

Navenio will release a **£300K+ saving** on Agency Staff spend

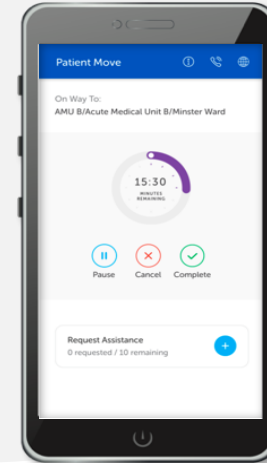
By tracking assets, Navenio will release **£2M+ in Trust revenue**

Getting NHS clinical teams back to the bedside!

- Patients now experience significantly reduced average portering task response times dropping to just **7.3 Minutes from 21.2 Minutes!**
- Substantial improvements in patient care, operational efficiency, and staff satisfaction.



Task Handling



Asset Search

"Thanks to Navenio, our teams can now focus more on what matters most—providing excellent care to our patients. The efficiency gains we've achieved have been remarkable."



The partnership between Mitie and Navenio has created a more streamlined, patient-focused healthcare environment that benefits both patients and healthcare providers.

Intelligent Location Services



Before Navenio

- ✗ Patient dissatisfaction
- ✗ Negative revenue impact
- ✗ Poor bed management
- ✗ Clinician frustration

After Navenio

- ✓ Calmly orchestrate the patient experience
- ✓ Easily identify the location of equipment, support personnel and patients
- ✓ Reduction in delays
- ✓ Patients are happy
- ✓ Staff feel appreciated and in control

Intelligent Location Services



Precision Location Tracking:

Achieves continuous location awareness of staff and assets, even in GPS-challenged environments, ensuring accuracy, scalability, and robustness.



Comprehensive Insights:

Provides live locations of assets and personnel within a single solution, offering a user-friendly map view for easy navigation and monitoring, along with flexible search functionality to locate specific assets or individuals within defined areas.



#4

Would you like to explore how Navenio can have a similar impact on efficiency and productivity in your NHS Trust?

a. Yes

b. No



Q U E S T I O N S & A N S W E R S

Thank You!



KEEP CARE FLOWING

Give Us a Site
Give Us a Map
Give Us a Week

www.navenio.com

We'll
Show
You!

