The Solution for Successful Hospital Management

www.ssginsight.com

Does your Hospital need a System Health Check?

Do you need a single operational platform to manage your hard and soft services? Does your hospital have multiple legacy silo systems running in individual departments? We know that over time they can be inefficient and difficult to manage.

If you want to improve your operational efficiencies, drive down costs and be able to measure and monitor performance, we have the solution.

It's called Agility.

Agility is a flexible, dynamic technology that is currently being used in hospitals around the globe. Very successfully.

So how does it work?

Agility provides efficient and highly functioning environments for clinical, support staff and patients through a single operational platform.

Integrating and working with other existing systems it ensures services all work together in real time. Cleverly capturing and transferring data to create an ecosystem that can be interrogated and audited.

So what does Agility actually do?

Agility provides a stable, but flexible platform which allows all hard and soft services to be coordinated and work together. These can include for example: catering, maintenance, security, car parking, helpdesk, portering and cleaning. Agility works with other systems such as RTLS (Real Time Location Services) and resources such as AGV's (Automated Guided Vehicles) to ensure asset and resource usage is maximised and requests are completed as efficiently as possible. Asset, equipment, service and people performance can then be managed and monitored against your agreed SLAs (Service Level Agreements) and KPIs (Key Performance Indicators).

Simple and intuitive to use

For users though, the real beauty of Agility is its simplicity. Clinical and support staff all have easy to use, intuitive screens that quickly enable data to be captured, requirements to be identified and requests to be deployed. Agility can be used at self-service terminals, mobile devices and touchscreens.

Flexible and adaptable

Agility does not present a one size fits all solution. We know that within the same hospital, departments can have differing information and reporting requirements. Agility is flexible enough to accommodate these whilst still presenting an overall view of performance and effectiveness. Agility is a completely scalable solution, so legacy silo systems can begin to work together and expand as technology, budget and infrastructure develops.

Developed through years of healthcare experience

SSG Insight is a company with over 30 years' experience of providing operational system solutions for Healthcare facilities. This puts us in the unique position to understand the complex challenges you face – daily.

With experience in both state-of-the-art new builds and upgrades within older facilities we have proven time-after-time that we can achieve operational efficiencies and reduce costs.

This is just a small introduction to a system that could revolutionise the way your hospital operates.

If you need a system health check or want to know more about Agility, then please visit www.ssginsight.com

Agility has many features and functions, here we've detailed a selection to show how Agility could work for you...

Helpdesk

You need to efficiently capture all service requests.

Our comprehensive helpdesk feature enables service requests to be easily logged by clinical, support and estates staff across your site.

These can be entered directly into Agility using self-service terminals, touchscreens, mobile devices or communicated directly to a central helpdesk function.

- Fields can be pre-populated, questions sets can triage and capture key information to raise requests quickly and efficiently.
- The requests can then be auto-deployed to the best placed and available resource.
- Agility can send request confirmation, status updates and completion notifications by email to all relevant individuals and also capture customer satisfaction with a signature.

Dashboard

You need complete transparency of performance.

Agility allows you to set and monitor your KPIs; metrics can be tailored to match your SLAs.

A couple of clicks will give you a clear visual picture of service, asset and people performance. A couple more clicks and all the graphs and documents you need can be pulled into attractive and useful reports that will give a complete overview.

- With Agility tracking your team's work response and completion targets can all be monitored in real time.
- Overdue service requests can be quickly and easily identified and escalated to help prevent missed SLAs.
- Dashboard views can be tailored to each user level to present only the most relevant information.

Portering requests

Your portering team is always on the move.

They are key to the efficient use of clinical resources and patient satisfaction.

To be efficient, you need to be able to contact all your team regardless of where they are on-site. With Agility Mobile Solutions, using a range of mobile devices you can manage work in both on and offline environments.

- Patient movement requests, plus any additional requirements can be quickly raised through intuitive screens.
- Requests can be accepted, actioned and completed on screens throughout your facility or on mobile devices.
- Requests can also be self-assigned giving additional accountability and flexibility.

This is just a small snapshot of some of the capabilities of Agility. If you'd like to discuss your existing system or want to know more about Agility please visit www.ssginsight.com or contact your nearest SSG Insight office