



A Large Health System Reduces Hospital Bed Turnover Time with an Industry Leading Hospitality Partnership

Hospitals overcame inconsistent environmental services (EVS), transport processes and outdated technology to serve more patients by leveraging Advantus Health Partners Hospitality Services.

Site-specific variations in process and data caused a large health system to struggle to improve hospital bed turnover and patient transport times. Advantus Health Partners Hospitality Services brought an exclusive HHS partnership that revolutionized these technologies and processes — resulting in a **23% reduction in bed turnover time and a 28% reduction in patient transport delays across the entire system.**

About the health system



49 Hospitals



3,000 Providers



60,000 Associates

The challenge: Variation in vendor and process slowed bed turnover times and obscured measurements

The health system's processes and costs for EVS and patient transport varied greatly by individual hospital. Some sites operated their own services while others outsourced parts of the process to different vendors. Technology ranged from pagers and walkie-talkies to smartphones. Disparate models led to variations in both the quality and costs of service being delivered, which caused a host of issues:

- Limited patient access to much-needed care due to inconsistent measurements
- Unpredictable bed turnover times that ranged from 20 minutes to three hours
- Reduced patient satisfaction
- Limited data visibility needed to pinpoint problems and drive efficiencies
- Duplicative work managing multiple processes

As a first step in resolving some of these problems, the health system contracted with multiple hospitality vendors. They consulted with them for their expertise and invested in training and technology for self-operated programs. However, it became clear that not all vendors were aligned on best practices.

While the health system had reduced its variation, it did not have a standard way of measuring patient transport and bed turnover times. Without this data clarity, they couldn't adequately compare each model, much less measure or improve their turnover times across the entire system.

To remedy this, the health system sought a single vendor partner that could bring consistency, clarity and actionable analytics to help them improve bed turnover and focus on patient care.

“ We're a health care system, and taking care of patients is what we do best. So, we wanted to find a partner that's really good at hospitality services so we can focus on the patients. ”

— System Director of Hospitality Services



Choosing Advantus Hospitality Services

After comparing many vendor partners, the health system selected Advantus Hospitality Services and the exclusive partnership with HHS, a support service provider. Their technology and tools met their current needs and would enable future goals.

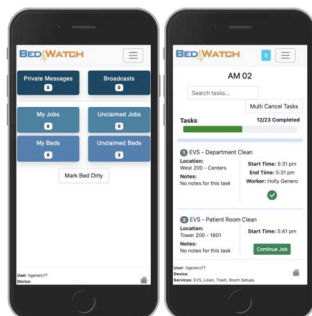
This custom service is built to solve industry-specific problems and deliver value to health systems:

- Aggressive key performance indicators (KPIs) create mutual accountability.
- Advantus holds 100% of the risk for management fees, reducing strain on the health system.
- Advantus can provide dedicated support and industry expertise from pre-transition through ongoing management, data and analytics.

Advantus Hospitality Services include BedWatch®, a set of visibility tools that enable hospitals to efficiently control their admissions and mobilize hospitality services — ultimately caring for more patients through these efficiencies. Administrative and clinical staff can use the app to easily see the status of a service, request services and follow progress in real-time in the app. EVS managers can more easily adapt and redeploy resources where they're needed most. Robust data and analytics highlight relevant information through intuitive dashboards.

The results

The health system began using BedWatch at their first hospital in December 2023, adding a new hospital every one to two weeks. They quickly saw results within the first four months of implementation.



Hospitals that used BedWatch:

- **Turned over beds 26 minutes faster**, a 23% time reduction
- **Transported patients 3 minutes faster**, a 9% time reduction
- **Reduced transport delays by 28%**

These faster turnaround times added up over the course of the day, delivering much-needed care to patients more quickly. The hospitals were able to care for more patients each day, increasing their revenue.

“**BedWatch’s reports and data are so easy to access and interpret. It has allowed us to make changes and give feedback in real-time, supporting our wildly important goal (WIG) of reducing bed turnaround and trip times.**”

— **Executive Director of Hospital Support Services**

Tips for a successful implementation

The health system discovered these crucial tips for success:

- **Identify key stakeholders early.** The team built a strong partnership between hospital IT and nursing informatics. Together with the HHS BedWatch team, these stakeholders structured each site’s transition, conducting product testing, troubleshooting, communicating and managing the phased implementations.
- **Start by standardizing hospitality processes.** Consistency enabled them to establish a baseline and capture key metrics before implementing BedWatch, which in turn delivered transparent results.
- **Measure key statistics before, during and after.** They tracked room turnaround times and transport times throughout the process to measure the impact of Advantus Hospitality Services and BedWatch. Once the hospital leadership saw the results, the project quickly gained momentum and support.

Future capabilities: A connected patient experience

The health system is working toward creating a seamless patient experience that smoothly and safely ushers patients into and out of the hospital. They plan to expand BedWatch to connect many traditionally siloed services and reduce friction throughout the entire patient journey.



Optimize your hospitality services

Ready to level up your hospitality services with greater consistency and clarity? Contact us to learn how Advantus Hospitality Services can help or learn more at advantushp.com/solutions/hospitality.