

# Pori embraces Vivago analytics and wellbeing information



The rehabilitation hospital in the city of Pori renewed their care processes with the help of Vivago technology. With Vivago CARE watch, both the discharged patients and the patients in the ward are now under continuous monitoring 24/7. Vivago's real-time wellbeing information was used to demolish all thresholds in the care process and to create a "hospital without walls". As a result, the duration of rehabilitation periods were shortened and the city has achieved significant cost savings.

## STARTING POINT

The rehabilitation hospital of Pori is a healthcare unit with over 200 beds. As the tower building with 112 beds was being renovated, the city decided to upgrade the communications technology used between the patients and nurses and revise all care processes.

A traditional string device was used in the hospital to page nurses. Also in Pori discharging is a challenging and slow process that requires multi-professional skills. Patients were usually kept in the ward for a long time as a precaution since the monitoring of the patient's condition was often almost totally cut when the patient was sent home. This caused a lot of worry for the patients and their relatives.

Even the emergency visits at the patients' homes didn't increase the reliability of the care process.

*"Our safety call system was acquired by our basic social security unit but the emergency visits were made by a separate company. Responsibility was scattered between different operators. Observations from the home calls were not registered in the medical information system, so our nurses and doctors never received this information", head of rehabilitation hospital of Pori Anna-Liisa Koivisto explains.*

## CORNER STONES OF THE RENEWAL

**Commitment of the management** to the reform on a broad scale

**New technology** enabled the revision of care processes

Monitoring of patient's condition with **exact analytics**

**Continuous training**



# Vivago



## Vivago solution enabled “a hospital without walls”

Pori decided to revise the hospital procedures with strong backup from top management. The focus was to introduce Vivago technology and analytics and revamp the care processes. Top priority was the patients' well-being. Patient discharge was to be wall-less with the help of continuous care processes and real-time wellbeing data from the patient's home.

Thus, Vivago CARE watches were deployed at the rehabilitation hospital of Pori as the nurse paging system. Vivago CARE measures both the awake-sleep pattern and the mobility of the patient. The watches are used by all patients in the tower building. At patients' homes Vivago Domi POINT care phones were taken into use as the safety call system. Domi POINT delivers calls and wellness information and monitors the nurses' home calls.

### Result: faster rehabilitation in a cost-efficient way

At the hospital the routines for checking patients were renewed by harnessing the wellbeing information. Technology made night shifts easier since the sleep pattern is monitored directly by the Vivago system. Night time circulation around the wards is now done only if necessary which ensures an uninterrupted sleep for the patients.

The information from Vivago CARE watches is collected into the new evaluation center and Vivago Vista software. With the real-time wellbeing information the center compiles a clear picture of the progress in patients' condition and how changes in medication are affecting the patient.

The information is also used to decide the correct time for discharge. The safety call operations have been developed with the hospital staff. Two practical nurses from an evaluation unit take and document the incoming calls on a 24/7 basis.

*“The very same nurses do home visits as well, if needed. The medical information is shared with other nursing units such as home care. Also the nurses can arrange an evaluation period in the hospital. The safety call operations ensure that the patient's wellbeing is fully tended”, Koivisto describes.*

### Relatives can access the analytics

Broad wellbeing information gives huge opportunities to develop the hospital processes even further. Training by Vivago professionals makes sure that the staff has up-to-date skills to use the devices and software and that they understand the benefits of the system.

*“It's not just device training but rather a thorough process to check the care procedures of all departments. Vivago is a great initiator for the renewal. We have already executed a large amount of changes but still there is a lot to be done in e.g. developing the discharge of patients”, Koivisto says.*

A totally new aspect is how to support the patients' family better. For example, the activity data of the rehabilitation period can be displayed for the patient's close relatives.

*Head of rehabilitation hospital Anna-Liisa Koivisto explains where they are headed: “We felt the old nurse paging system had become outdated. We chose Vivago because it is easy to use and it unveils much more information of the patient's condition. One step at a time we are moving towards a paperless care process.”*

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