

Signature Insights: Adding Value to the Delivery of Healthcare

New Insights....Better Value.

For caregivers at the bedside of community hospitals, responding quickly and efficiently to their patients is the first priority. Their work is detailed, frequently interrupted and very time sensitive.

While caregivers and operators yearn to provide better care, finding time to conduct custom, insightful research that allows organizations to identify areas for improvement and build upon strengths is a luxury that very few have.

At the core of Signature Hospital Corporation's operating philosophy is a passionate commitment to measuring and improving the quality of care delivered in our hospitals. We believe we can add value to the delivery of care by providing caregivers and operators with insights...insights that come from their own hospitals in their own communities. Insights that can tie together the various facets of the patient experience from the many different departments in a hospital and route them to where caregivers need them.

We do this through *Signature Insights*, a proprietary software product that begins capturing data at the bedside of patient-caregiver interaction and links together the diverse 20 to 30 communication points throughout a patient's stay. We equip our caregivers and operators with the information they need to ensure quality healthcare is being delivered to every patient that walks through their doors.

The result? Our facilities are able to consistently measure and improve the quality of care delivered in our hospitals. Utilizing this software program at hospitals previously owned and operated by members of Signature's management team, we were able to achieve the following results:

- A 77% reduction in medication errors on a hospital-wide basis in a 12-month period;
- A 66% reduction in the incidence of hospital-acquired infections;
- A 33% reduction in inpatient falls during similar time periods;
- A \$6 million to \$8 million annual cost savings due to errors.

Aside from patient safety, *Signature Insights* can also measure many other facets of quality, such as physician satisfaction and delays in hospital service times.

This technology empowers nurses, physicians, and other clinicians to provide superior care by enabling them to track quality on a real-time basis for every patient in the facility. By linking together data points and putting the information in the hands of caregivers, organizations can collectively identify their points of strengths and areas of improvement at the local level, where it should be.

The *Signature Insights* technology is unique within the health care industry. It represents a major investment of both money and talent by Signature Hospital Corporation to enable each hospital to become a center of health services excellence within its local community.