



NUREVA™ SPAN™ VISUAL COLLABORATION SYSTEM

Modernizing hospital processes to improve patient care and reduce costs

Imagine this – a large, urban hospital is embarking on a business-process reengineering initiative to both reduce costs and improve patient care. Costs have spiraled over the last number of years, and doctors and administrators are concerned about sustaining their viability let alone profitability.

In spite of the challenges, motivation remains high within the departments as they have streamlined their own processes. With no one responsible for end-to-end processes, the hospital administrator has hired consultants to work with the teams to get everyone involved in optimizing a range of processes, starting with minor surgeries not requiring an overnight stay.

Solution

The consultants identify all of the functional areas that should participate in the project and ask for representatives from each area to join the team for several morning sessions to map out the current process. All team members use Span software on their personal devices to connect to a shared canvas in the cloud where they create a process map. Then, the consultants facilitate a discussion to see where the processes move from one functional responsibility to the next. The consultants deploy a dual Span system to allow all the team members to not just see but also interact with the data themselves.

Working visually

With contributions anonymous and the current process visible, the real work starts with an understanding of where each department's activities fit within the overall process. Team members make concrete suggestions about how to improve their own processes, eliminating wasteful duplication and resolving process gaps. Team members are encouraged to reflect on the morning's activities and add any further comments and thoughts prior to the next session.

Better results faster

With the whole end-to-end process evident and collaboration so easy and visual, team members are productively engaged. Creating an environment where the project team is engaged visually enables participants and consultants to more easily spot opportunities for improvement, leading to greater efficiency, heightened team satisfaction with the process and ultimately improved business results.

System benefits

Panoramic workspace – the system's ultra-wide workspace makes up to 40' (12.19 m) of information visible

Persistence – with more content visible, teams can easily spot process gaps and consider options

Integration with personal devices – everyone can easily contribute sticky notes, sketches and images from their own devices

Cloud storage – project content is accessible anytime, anywhere securely from the cloud

Project acceleration – no longer do participants need to be present in person to fully co-create and collaborate

Easy to adopt – it's easy to move a tried-and-true sticky-note process to the digital realm