Nurse burnout is a real issue in hospitals. Here's how our asset inventory management system alleviated the problem in one of America's largest children's hospitals

By Vinod Subbaiah | White Paper | January 11, 2024

In the ever-changing healthcare landscape, caregivers are required to do more with the time they have while delivering care. Searching, gathering, and cleaning equipment take time and energy away from delivering the best care in an optimal timeframe, and increases caregiver stress as they try to simultaneously prevent adverse events from occurring.

According to a recent national survey conducted by the American Nurses Association, **about two-third of nurses experienced burnout.** Documentation, retrieval of information,administrative tasks like placing orders, take away time from "dedicated" patient-care.

Asahi Technologies worked with a healthcare equipment management company to create a web-based solution that allows caregivers to place service requests directly from the patient's bedside using their phones and/or computers. This solution would allow requests to be sent to a central location where they would be streamlined for delivery through delivery personnel. Equipment could be gathered or support could be assigned to each request which would then be delivered to predetermined locations.

Hospital Asset Inventory Management System (HAIMS) is the product developed by the software engineering team at Asahi Technologies. It is a just-in-time request application that provides caregivers an avenue to get the needed equipment and support without losing time from patient care. It has an all-in-one dashboard that allows the administrators

to set up, manage, and track all aspects of the software solution to ensure it aligns with their overall needs.

HAIMS is currently being used in one of America's largest children's hospitals, and has helped reduce nurse burnout.

Here's the stats on the tasks streamlined at the hospital.
8500+ Orders fulfilled / month
33K+ Equipment managed / month
22K+ Audit scans / month

HAIMS administrative portal has an all-encompassing dashboard that provides real-time updates on all orders (new or existing). The dashboard provides abilities to monitor, assign, close and override orders from a single place without having to move around to various applications. All notifications/comments/updates to the orders by the on-ground services team can be acted upon immediately.

Customization

HAIMS can be customized to meet the needs of any size hospital, facility, or medical center with the option to add multiple locations for each client. It offers a number of infrastructure options to add equipment, supplies, or service needs that a facility requires. The application can also set customized service-level agreements (SLA) to establish a consistent service standard. Additionally, the **HAIMS** captures all order-related data to produce numerous reports for SLA trends, status tracking, productivity, and equipment trends.

HAIMS was built in a specialized SaaS manner so that any hospital, facility can have multiple facilities tracked using the same application, across various physical locations. The administrative center can be at one physical location whereas the equipment services team can work out of another.

The reporting module allows the team to monitor various aspects of the entire operation for various specific measurement aspects – based on facility, individual productivity, equipment, etc. on a both high level and on a granular level for a customizable date range. All the reports can further be exported as CSV files or be asked to be sent via emails to configured recipients.

Ease of Use

HAIMS has the dual benefit of being 1) designed around operations, and 2) easy for anyone to pick it up and submit requests. A caregiver's desired service is only a few clicks away!

The management side of the application allows administrators and technicians to monitor, track and modify requests with very little training. Several indicators will keep users aware of the most urgent requests and when others are becoming more urgent. There are a number of custom labels that can be utilized by administrators to add instructions throughout the ordering process, quickly facilitating access to more complex equipment types.

The mobile app makes this possible. The ability to receive new order requests, mark them as complete or provide any updates on them from anywhere in the facility, helps ensure that no order is delayed or missed and there is accountability at every step of the process. Push notifications to the hand-held devices ensure that the service team is always up-to-date on all communications or changes/updates to the order.

HIPAA Compliant

In a world where technology is ever expanding, we wanted to make sure that our software is designed to protect the data collected within the system by utilizing industry-standard security protocols and the latest encryption methods. **HAIMS** can also be configured with some existing single-sign-on systems for proper verification and ease of use. These functions ensure that only the appropriate staff will be able to initiate or review each request. Users can view their historical order data, track the progress of their requests, and edit requests as needed.

The architecture of the application has been designed in a way to ensure that the entire platform is HIPAA compliant from the get go. All tenants (clients) have isolated databases which are encrypted using the latest encryption standards/techniques. Single sign-on (SSO) ensures that only the hospital authorized staff/technicians can use the zzzapplication to request equipment for patients. IP address based restrictions ensure that the application is not accessible outside the required IP-ranges that are allowed/authorized by the hospital/facility. All data transfers (via REST) between the various moving pieces of the platforms are encrypted using SSL.

Customer Service

We take pride in providing world-class customer service to its clients and works alongside our customers to add and adjust features to meet the ever-changing demands of the organization. All issues or requests are handled quickly with an estimated timeline for completion to allow a seamless experience for both the client's and front-line users. An implementation team is assigned to each client to ensure that the roll-out of the process for the software solution can be managed, adjusted, and tested accordingly.

We follow best practices and industry standards for software development, enabling efficiency through managing patient volume changes due to fluctuating census, real-time adjustments to equipment distribution, tracking equipment status, and providing reporting documentation for all centrally-managed mobile medical equipment.

HAIMS is a device-agnostic, always-on intelligent app that makes hospital asset management simple, cost-effective, secure, and scalable with latest track and trace technologies, speech-enabled order placement and built-in analytics to ultimately reduce nurse burnout, enhance patient engagement and care.

Click here **to watch a video of the product in use, or** reach out **to Asahi Technologies to schedule a demo.**