



Spotlight: Jackson Memorial Hospital

Partnering to optimize enterprise patient monitoring

Patient monitoring is a top priority for health leaders. Yet, despite comprehensive efforts poured into this critical capability, keeping up with the rapidly evolving technology can be daunting. As health systems try their best to address short-term needs, long-term problems are inadvertently created, including poor clinical integration, variable clinical quality and adherence, variable costs and resourcing and limited innovation.¹ Health systems can become stuck in a never-ending cycle that keeps them from getting ahead, which ultimately impacts clinical teams and the patients they serve.

In order for health systems to maintain high care standards and effectively manage patient care, they need ongoing support from a single dedicated partner focused on unlocking the full value of their monitoring

systems and safeguarding patient care. And they need it in a planned, sustained and financially predictable way.

Assessing needs

This was the situation facing Jackson Memorial Hospital, a 1,550-bed, nonprofit tertiary care teaching hospital in Miami, FL, where leaders were concerned about their aging monitoring technology and its impact on patient safety.^{2,3} They required immediate and ongoing access

“Our partnership provides the ongoing support and proactive management we want for a life-critical capability that we rely on 24/7.”³

-David Zambrana, former CEO of Jackson Memorial Hospital and current EVP for Hospital Operations of Jackson Health System

The impact of EMaaS at Jackson Memorial Hospital

Through this innovative partnership, Jackson Memorial Hospital standardized their monitoring equipment and established a sustainable model for ongoing improvement.

~13,331

potential staff hours saved through workflow improvements and automation of manual tasks^{3,*}

3.9 seconds

average time spent on the patient transport process reduced from 5 minutes^{3,*}

5 minutes

saved on vitals charting per critical care patient each 24-hour period^{1,†}

8 hours

a day saved for the central monitoring unit telemetry technicians through automated measurement and export (wavestrip)^{1,†}

90%

satisfaction rating from nurses, up from 8% prior to deployment^{3,§}

to state-of-the-art patient monitoring equipment and services to improve use whenever and wherever needed. And they were interested in an innovative business model that could make that financially feasible.²

Collaborating on a solution

Jackson and Philips entered into an 11-year strategic partnership based on an [Enterprise Monitoring as a Service \(EMaaS\) engagement model](#).² The integrated elements of Philips EMaaS solution holistically addresses interconnected clinical, operational and financial challenges by:

- Providing access to **critical monitoring and support capabilities**
- Eliminating up-front costs through a **pay-per-use** (per patient, per day, by acuity) financial structure
- Delivering ongoing clinical workflow optimization, continuing education and asset management services to **improve consistent utilization of standardized technology** across the enterprise

As part of an integrated approach, industry-leading Philips experts worked with the clinical and technical teams to conduct a baseline assessment to address organizational needs beyond technology, including monitoring methodologies and systems best practices, to improve patient management and care capabilities.⁴

Driving continuous improvements

Our stepwise approach is designed to help organizations realize ongoing strategic improvements and long-term success, and these preliminary results are just the beginning. Philips and Jackson look forward to cultivating even more meaningful improvements over the life of the partnership. Jackson Memorial Hospital is just one example of how **a transformative and sustainable approach** to patient monitoring can help a health system improve staff satisfaction and health outcomes, stay current, keep systems secure, achieve ongoing improvement and maximize investments.

For more details, [read about the EMaaS engagement model](#).

Results from the case study mentioned in this paper are not predictive of results in other cases. Results in other cases may vary.

*Results from baseline and post time & motion studies conducted by Philips and customer internal teams in the high-acuity units (ED, TICU, CCU).

†Results from baseline and post time & motion studies conducted by Philips and Jackson Health internal teams in the high-acuity units (SICU A, SICU B, CCU).

‡Baseline and post time & motion studies in the Central Monitoring Unit (Tele Tech time spent on print, cut, paste and interpreting wavestrips). This data is exclusive to Jackson Memorial Hospital.

§90% of the clinical team surveyed in critical care units indicated they were somewhat satisfied or highly satisfied when asked to rate their overall satisfaction with the current patient monitoring system at Jackson Memorial Hospital.

References: 1. Philips data on file, 2021. 2. <https://www.philips.com/a-w/about/news/archive/standard/news/press/2018/20180627-philips-and-jackson-health-system-sign-groundbreaking-11-year-agreement-for-enterprise-monitoring-as-a-service.html> 3. <https://www.usa.philips.com/a-w/about/news/archive/standard/news/press/2020/20200311-jackson-memorial-hospital-gives-philips-enterprise-monitoring-as-a-service-model-high-marks-for-satisfaction-and-efficiency.html> 4. <https://www.usa.philips.com/healthcare/clinical-solutions/monitoringasaservice>