



Using Epic's Rover Solution to Improve EVS Productivity

The reporting of room cleanliness and other sanitation needs in Vanderbilt facilities was a manual process, which demanded staff time, created additional workflows, and required multiple systems and devices outside of Epic for documentation. This process was inefficient, inconsistent, and unwieldy.

CHALLENGE

Processes for tracking and reporting room cleanliness and other sanitation needs were inefficient and time-consuming

SOLUTION

Implement a mobile device-based solution from Epic to equip EVS staff with real-time requests for room cleaning and allow them to instantly report cleaning status

OUTCOMES

Improved hospital throughput by ensuring rooms are immediately reported with cleanliness status, more consistent communication and partnership among colleagues, and enhanced patient experience by efficiently providing clean rooms

“Through the use of Rover, we’ve been able to streamline patient throughput, decrease patient wait times, and improve overall patient satisfaction. This further reaffirms our commitment to providing an excellent experience for patients.”

—Allison Raber, Manager, RD LDN

In Vanderbilt facilities, once a room or area required cleaning, EVS staff were alerted by notification either through a pager or an IVR-based system.

The staff member making the request then had to log into eStar to ensure the room status was updated. After cleaning the space, EVS staff had to document status in eStar by calling into the IVR.

HealthIT teams employed the use of the Epic module Rover. After a patient is discharged from a VUMC facility, eStar generates a “bed clean” request and creates auto-assignments for EVS staff on duty within specific sectors of the facility.

Instead of pagers or listening for IVR messages, EVS team members carry iPhones installed with the Rover app. The app gives them real-time requests of areas or rooms in need of service.

EVS leaders also receive push notifications via Rover for escalations, which allow them, as needed, to override automated assignments and designate staff to areas around the facility.

Rover helps with more efficient and simplified reporting of the status of rooms.

Using Rover for EVS workflows resulted in several positive outcomes:

- Improved hospital throughput by ensuring rooms are immediately reported with cleanliness status
- Consistent communication and partnership among colleagues
- Enhanced patient experience by efficiently providing clean rooms and addressing other sanitation needs