

# Unlock the Power of Data with CensisAI<sup>2</sup>



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Even before the COVID-19 pandemic, new technologies, ever-shifting government regulations, and process changes forced healthcare organizations to quickly innovate and adapt to survive. Sterile processing departments (SPDs) have not been immune to these rapid changes. From supply chain issues to staffing shortages, sterile processing teams are forced to be as efficient as possible with the resources they have.

To help hospitals and healthcare providers looking to overcome these challenges, Censis® has created CensisAI<sup>2</sup> Productivity. This new interactive platform was designed to provide sterile processing and perioperative leaders with the actionable insights they need to quickly understand critical trends and insights, and make data-driven decisions that will yield the largest efficiency gains and optimize performance.

Below, we'll share how three of our customers have used CensisAI<sup>2</sup> with CensiTrac® to better visualize and use the data they generate every day to:

- Increase throughput
- Improve productivity
- Streamline operations
- Drive enterprise-wide standards
- Have more meaningful conversations with leadership
- Make the best possible decisions
- And more...

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“Knowing what you need and what you’re looking for can be really difficult with standard reports. CensisAI<sup>2</sup> Productivity showcases data really clearly which allows users to easily find information and drill down into it. Without this data, it would be difficult to make decisions.”



**Jeffrey Long**

Network Director Sterile Processing  
St. Luke's University Health Network

# St. Francis Hospital Achieves Operational Excellence



James Finkley  
SPD Manager  
St. Francis Hospital



**Seattle,  
Washington**



**276**  
**Highly-Skilled  
Physicians**



**841**  
**Employees**

One hospital that was struggling with tracking errors was St. Francis Hospital, one of the larger hospitals in the Seattle, Washington area. James Finkley, SPD Manager, described how managing equipment errors was one of his biggest daily challenges.

“If there were any errors, researching them is always a tough spot, trying to figure out what happened, why it happened, who assembled the set,” James said. “We have some processes in place to try and gather that information, but the OR is busy and they’re moving fast, so we don’t always get the information needed from them.”

To overcome these challenges, the hospital implemented CensisAI<sup>2</sup> Productivity. With the solution in place, James and his team were provided with in-depth visibility into sterilization and resource tracking data. This ultimately enabled them to make a number of large-scale changes that drastically improved their efficiency.

Additionally, the data visualized by CensisAI<sup>2</sup> Productivity provided other teams such as finance with a deeper understanding of what James’ team goes through on a daily basis. He described how in the past, there hadn’t been a great tool that could monitor instrument use throughout the year or provide reports on the amount of effort needed to sterilize equipment.

“This productivity platform gives sterile processing leaders a tool to easily share data with finance or our one-ups to give them a better understanding of the work that goes through sterile processing,” James said.

This in-depth insight also enabled James to ensure a balanced workload in his department. The actionable insights and analytics allows James to see how work is distributed across his department and ensures that the work is fairly distributed between staff. Additionally, the insights have enabled James to have more meaningful conversations with his team and work together towards operational excellence.

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“Without the proper tracking system or analytics, it would take a lot of manual effort and digging through data in order to pinpoint issues.

With CensiTrac and CensisAI<sup>2</sup> Productivity, when I go into the platform, it almost just comes up on the screen and says, ‘Here it is. What else would you like to know?’”



**James Finkley**

SPD Manager  
St. Francis Hospital

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Thanks to CensisAI<sup>2</sup> Productivity, James has been able to streamline the sterilization process at St. Francis Hospital, increase employee productivity and satisfaction, and strengthen relationships with other departments.

# Williamson Medical Center Optimizes Department Productivity



Cody Troutt  
Director of Central Sterile  
Williamson Medical Center



Franklin,  
Tennessee



**825**  
Highly-Skilled  
Providers



**1,900**  
Employees

Cody Troutt, Director of Central Sterile at Williamson Medical Center, describes how a significant amount of his work involved reading contracts, verifying labor resources, reviewing payroll information, and other time- and energy-consuming tasks. Because Cody spent much of his day behind a desk, he was limited in the amount of time he could spend interacting with his staff or making department improvements.

With CensisAI<sup>2</sup> Productivity, Cody and his team have been able to streamline reporting, maximize staffing resources, and better manage equipment.

## Streamline Reporting

To decrease the amount of time Cody and other personnel spent on paperwork, they implemented CensisAI<sup>2</sup> Productivity. With pre-built tools for daily visual management in place, Cody was able to significantly streamline the amount of reporting he did each day.

“I was already doing a very small percentage of this reporting on my own by exporting reports, manipulating data on spreadsheets and then putting up the raw numbers,” he said. “CensisAI<sup>2</sup> Productivity is significantly more aesthetic than anything I created. I used Excel and I built a few bar graphs and other data visualizations, but they weren’t nearly as vibrant as this.”

Before CensisAI<sup>2</sup> Productivity, Cody spent nearly a full day putting together a monthly report detailing labor resources, staff concerns, improvement opportunities, and other department details. Now, generating the report takes just 30 minutes.

## Maximizing Staffing Resources

By streamlining the data and reporting process, Cody had more time to focus on interacting with his staff, improving best practices and training in his department.

The impact CensisAI<sup>2</sup> Productivity had on Williamson Medical Center's staffing was arguably the biggest benefit. Cody describes how CensisAI<sup>2</sup> Productivity provided a deeper look into staff throughput, which revealed that schedules needed to be adjusted to allow for more efficiency.

"We've adjusted two or three schedules in one direction or the other by an hour," Cody said. "By looking at the throughput, I'm able to more accurately staff the department at certain times based on my facility data versus industry norms, which has helped us maximize resources."

By uncovering insights into hourly staff throughput, Cody was able to maximize his employees' time, ensuring they were spending more time preparing OR trays or sterilizing instruments rather than filling out paperwork or generating data reports.

## Optimize Department Productivity

CensisAI<sup>2</sup> Productivity has enabled Cody to improve productivity of his department in a number of ways. For example, in terms of capital purchases, the platform will "allow me to see if I just need to change the way things come through or if I need to actually make a purchase."

Ultimately, with CensisAI<sup>2</sup> Productivity, Williamson Medical Center is "better able to assess the equipment that we have and the trays we have. We are better equipped to assess the technicians we have from a quantity perspective. And we are better able to assess our trays and compare how we're operating against industry standards," Cody said.

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"With the visibility that we've gained on our throughput, it's allowed us to make those small changes in our staffing that are going to inevitably have big, big impacts."



**Cody Troutt**

Director of Central Sterile  
Williamson Medical Center

# St. Luke's Health Network Uses Actionable Insights to Unlock Improvement Opportunities



Jeffrey Long  
Network Director Sterile Processing  
St. Luke's University Health Network



**Pennsylvania**



**12  
Campuses**



**17,000  
Employees**

St. Luke's University Health Network (SLUHN) is a regional, non-profit network of more than 17,000 employees who provide services at 12 campuses and more than 300 outpatient sites. With staff based in numerous locations, SLUHN was looking for more ways to improve communication and increase visibility into sterilization processes across sites.


Jeffrey Long, Network Director Sterile Processing, describes how in the past, he relied on Excel to input data and generate reports. "I was spending three to four days a week getting data just so I could do a report once a week."

In their search for a better way, Jeffrey and his team turned to CensisAI<sup>2</sup> Productivity. Now, the team is able to see the data they need in seconds. For example, Jeffrey describes how the productivity platform provides visibility into the number of trays sterilized by specific staff members each day.

"Armed with the data we were able to make changes that enabled our sites to process 5,000 more trays a month with the same staff, a 20% increase in throughput."



**Jeffrey Long**  
Network Director Sterile Processing  
St. Luke's University Health Network



CensisAI<sup>2</sup> Productivity also provided vital visibility and comparisons of tech-to-tech, shift-to-shift, and site-to-site data. With this data available at their fingertips, the overall efficiency and performance of SPDs across all their network sites improved.

Jeffrey described how CensisAI<sup>2</sup> Productivity enabled him and his team to see that one site was performing 42% of sterilization work for the entire network. The data also showed that the particular site took an average of 10 seconds longer to sterilize and arrange trays.

Knowing this, Jeffrey and his team were able to use data from CensisAI<sup>2</sup> Productivity to more accurately predict the number of full-time employees (FTEs) needed to support their caseload. Data showed that allocating FTEs based on the number of trays processed worked at some facilities but not at those with more complex or a higher number of instruments in the trays. As a result, they were understaffed and running overtime to keep up with the workload. Using CensisAI<sup>2</sup> Productivity, Jeffrey and his team were able to justify the need for an additional four technicians to reduce burnout and turnover as well as reduce costs.

Armed with this data, SLUHN has been able to make valuable improvements across their hospital network — improving SPD throughput and getting a rapid ROI for the CensisAI<sup>2</sup> Productivity platform.



## The Power of CensisAI<sup>2</sup> Productivity

CensisAI<sup>2</sup> Productivity puts the power of AI and Actionable Intelligence in the hands of an organization. Data that was previously inaccessible or too cumbersome to understand is now available at the click of a button through pre-built, interactive dashboards. For sterile processing and perioperative leaders, the time-saving abilities of CensisAI<sup>2</sup> Productivity are enabling them to make impactful improvements to their departments.

“When we have these ‘why?’ questions, obviously managers don’t always have the time to dig into what’s happening, and I think having the information right at their fingertips where they can go and put in the area, the time, the date and get real-time information, especially with the drill-down feature, that’s critical.” said Jeffrey. He went on to explain that this visibility is vital to pinpointing where departmental issues are and how they can be resolved.

Cody described how, in addition to making departmental updates, critical staffing issues could be addressed and resolved using data provided by CensisAI<sup>2</sup> Productivity. “You can really learn a lot about your own department,” he said. He described how the tool has helped him resolve staff conflicts and improve the overall relationship between team members.

Ultimately, with CensisAI<sup>2</sup> Productivity, sterile processing and perioperative leaders now have complete visibility and control of SPD productivity — down to even the most minute detail.

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“We went live with CensisAI<sup>2</sup> Productivity, and it was a ‘wow’ moment — this is a really great user platform. I can’t imagine why anyone wouldn’t be excited about the possibilities of something like this.”



**James Finkley**

SPD Manager  
St. Francis Hospital

## The Data You Need to Increase Throughput

Whether SPDs are looking to increase throughput, streamline reporting, improve communication, or reduce errors, CensisAI<sup>2</sup> Productivity enables teams to achieve each of these goals by unlocking actionable data insights they need — but haven't been able to easily access until now.

With these insights now unlocked, leaders have the visibility needed to increase sterile processing throughput, increase case volumes without hiring more FTEs, and reduce overtime and burnout among current staff. Additionally, the real-time information and insights delivered enables leaders to quickly pinpoint issues and make critical staffing or resource adjustments that will yield the biggest impact. Finally, CensisAI<sup>2</sup> Productivity encourages SPDs to continue process refinements, build processes around best practices, and inspire continuous improvement, ultimately empowering them to achieve operational excellence.



### Ready to get started?

Achieve operational excellence with an interactive platform that's designed to boost visibility, efficiency and revenue. Go to [censis.com/productivity](https://censis.com/productivity) to learn more, or [contact us](#) to schedule a personalized demonstration.