

Healogics®

Patient Care Process

Wound care experts bringing together people, processes and technology to drive world class care with a nationwide network of Wound Care Centers®

The Healogics Patient Care Process allows Healogics Wound Care Centers to better serve our hospital partners, patients and Center staff through finely tuned processes, improved collaboration and customized clinical systems. In the Healogics model of wound care, each patient has a dedicated nurse navigator through the healing process, led by a specialty trained physician. Our goal was to expand this successful model. Insights gained from our immense clinical database, time studies at our Centers and work with healthcare performance improvement experts resulted in utilizing a Lean Six Sigma approach to improve our care process. Benefits include:

Patients

- Decreased patient waiting time
- Improved outcomes in healing and treatment completion rates

Hospital

- Improved quality
- Improved patient satisfaction

Physician

- Improved coordination of support services and care
- Consistency in staffing and support of case manager for patient care team
- Dedicated nurse navigator

Clinical staff

- Roles and responsibilities are clearly defined
- Improved staff satisfaction decreasing turnover, staffing shortages and cost

Center management

- Defined roles and responsibilities; eliminates duplicate efforts or missed activities
- Standardizes method of care delivery to better monitor process and outcomes metrics



2% improved patient satisfaction



25% reduced average days to admit



13.6% reduced cancellations



12% improved productivity*

Implementing the Patient Care Process **improves how the Wound Care Centers operate**, ensuring each of our Centers provides the same **high level of care** to our patients and efficiency to our hospital partners.