

JOHN DALZELL ASSOCIATES

Product Announcement

TREK3 - Escort and Transport Service Tracking for Hospitals

Overview

TREK3 Escort and Transport Service Tracking for Hospitals is an enterprise-wide tool providing centralized scheduling, dispatching and tracking patient transport requests throughout single facility and multi facility hospital environments. A comprehensive reporting function allows managers to access transport service performance.

Step 1: A hospital personnel generates a transport order by either the Hospital Information system or the TREK3 intranet based Transport Function.

Step 2: The transport order is added to the TREK3 database via a TREK3 transport order interface modules.

Step 3: The transport dispatcher assigns an escort to perform the transport order using the TREK3 Dispatcher Console function. If the TREK3 escort handheld functions are utilized, the escort updates the TREK3 database real-time of patient transport status.

Step 4: During patient transport, the escort can notify the dispatcher of delays and problems during the transport. The Dispatcher then updates the transport order record of the correct status either by contacting the dispatcher or by using the escort handheld functions.

Step 5: Upon completion of the patient transport, the escort notifies the dispatcher that the patient transport has been completed, and the dispatcher assigns the escort to perform a new patient transport.

Step 6: TREK3 is also able to notify housekeeping and/or admissions and/or dietary that a patient discharge has occurred the moment the dispatcher updates the patient transport order as complete.

Step 7: Authorized hospital personnel can view the status of a patient transport via web based TREK3 Patient Transport status functions.

Step 8: Hospital Management generates "after the fact" reports using the TREK3 Management reporting tools. Using these reports, management is able to summarize transport demand, delivery, performance levels, and identify trends.

Key Benefits

Reduces Hospital Losses Resulting From:

- Improved workflow efficiencies
 - "On Time" patient transport services
 - More efficient utilization of escorts
 - Real-time knowledge of a patient transport by the transport dispatcher and hospital staff
 - Reduces problems resulting from errors in the transport order
 - Assist and improve patient discharge/admitting procedures by timely notification of actual patient departures from the hospital
 - Increased hospital staff productivity
- Able to estimate future costs, staffing, and equipment needs with greater accuracy
- Able to identify and improve weaknesses in workflow and hospital policy and procedures
- Reduce lost time and un-necessary patient stay due rescheduling patient diagnostic testing resulting from late or missed patient transports

Increases Patient Satisfaction:

- Reduces patient wait time for escorts to appear resulting from more efficient scheduling of transport orders
- Improved Patient Safety
- More timely patient discharge and admissions

Planned Product Availability

- **June 30, 2003**

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Specific Functions

Transport Order Scheduling – Allows hospital staff to order a patient transport using the TREK3 intranet/web based Transport order function. If desired, transport orders can be entered via the hospital's Hospital Information System. In this case TREK3 has an interface which will update the patient transport order data into the TREK3 database. The TREK3 Intranet/web based function can optionally be evoked from HIS systems that support an URL Interface – thus pre-populating many of the Transport order fields with data from the HIS system.

Interface Functions – Provides the interface between the Hospital's Hospital Information System and the TREK3 system when transport orders are entered via the hospital information system. The following interfaces are currently supported. Interfaces not listed below, but required by the customer can be written.

- HL7 formatted data
- XML formatted data
- ASCII text files appearing in a specified directory or file system

Centralized Dispatch Management Console Function – Allows the transport dispatcher to view, schedule, and update all transport orders that are pending, in progress, or completed. The Management Console function provides the ability to:

- View transport orders by, date/time, hospital campus, start location, destination, patient name, priority, order status.
- Assign an escort to perform a patient transport
- Update patient transport order status – *delayed, re-ordered, equipment search, in progress, completed, canceled*
- Update/change data associated with a transport order
- Print a transport order record
- Change Escort status

Escort Handheld Functions – Using the escort handheld function the escort has the ability to update the status of an assigned transport request:

- In progress
- Completed
- Delayed
- Canceled

The escort also has the ability to communicate with the dispatcher using the TREK3 Instant Messenger sub system

Transport order status inquiry – Allows hospital staff to inquire “real-time” the status of patient transport orders. This is a HTML enabled function run on the Hospital's Intranet or can be evoked from HIS systems that support an URL Interface.

Management Reporting Functions – Standard reports are available to assist with the analysis of the transport department operations. Reports can be generated by transport order start date, escort, hospital campus, starting location or destination, patient name, type of transport order, etc. Sample reports available:

- Dispatch Log
- Attendant Activity Detail
- Attendant Activity Summary By Attendant
- Attendant Activity Summary By Day
- Attendant Utilization Summary
- Completed Trip Summary By Hour
- Trip Demand by Hour
- Trip Summary By Day
- Trip Summary By Hour
- Orders Detail

System Administrator Functions – Allows the system administrator (usually the MIS person) to add/update ancillary table data, control the TREK2/HIS interfaces and update system configuration parameters.

Supported Platforms And Hardware/Software Requirements

Operating systems software:

Desktop/Workstation:

- Windows/95/98/NT/2000

Server:

- Windows/2000

Databases:

- MS/SQL 7.0/2000
- Access/2000

Internet Services:

- Microsoft IIS

Hardware:

- 1 Server sized machine able to support the above operating systems environment
- PC able to run Windows to utilize the Dispatch Management Console, and/or the TREK3 Management Reporting Functions

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Performance

System Performance depends upon:

- Server resources allocated to TREK3 – i.e. the availability of disk space, central storage, processor speed, etc.
- Network Capabilities
- The performance capabilities of the client workstations, since the Dispatcher Management Console and the Management Reporting Functions are client applications

Technical Information

For more specific technical information regarding TREK3 please contact us using the contact information listed on this page.

Product Licensing Information

For information about licensing terms and conditions please contact us using the contact information listed on this page.

About John Dalzell Associates

John Dalzell Associates was established in 1985. We are located in the suburban Philadelphia, Pennsylvania area. We first started as a consulting firm performing systems programming services, developing customized applications, disaster recovery planning, capacity planning, and performance tuning, in very large-scale IBM mainframe environments. During the past 10 years we have changed our business from one of primarily offering consulting services to one of developing and marketing “niche” applications primarily in the healthcare industry. We have had many successful engagements with hospitals, rehabilitation facilities and healthcare systems in the northeastern United States.

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