

8 Reasons ActionCue CI is Different From Other Healthcare IT Products

1. ActionCue Clinical Intelligence was conceived, positioned, and designed to be fundamentally different from other products in the historical Incident Reporting or Quality Management product categories. Using both health executive and human-oriented technical-design expertise, we recognized fundamental issues hospital users face in IT products. Traditional boundaries between Safety/Risk Management, Quality Management and Performance Improvement **organizations** encouraged the use of single-function products for specific tasks or information silos. That has caused wasted time, inefficiencies, increased costs, and diminished outcomes in the efforts to improve patient care as well as considerable resistance to innovation. Prista decided to avoid those organizationally-related product categories and deliver an innovative and truly collaborative enterprise solution. ActionCue CI is not simply a bundle of such products but a platform of highly integrated workflows that bring coherence, consistency, efficiency, clarity, and ease-of-use to all clinical people, serving the **goal** of expediting and maximizing clinical Performance Improvement.
2. Aside from the strong benefit of ActionCue's integrating a Performance Improvement workbench into the platform for Quality Management and Safety Event Reporting, there are very few even standalone PI products with all the features of the ActionCue Performance Improvement Action Plan (PIAP). Many organizations are left to build a human-intensive manual work system that is designed to embody a conceptual methodology for PI, where additional effort is required to document and demonstrate that the methodology is being utilized. The PIAP workflow provides a great deal of labor-saving support to the collaborative work of the PI team, provides organized storage, tracking and accountability for the process and guides the users through the essential elements of all PI methodologies without their even needing to pay attention to methodology. Organizations then can save time and money normally applied to consultants, classes, and specialized meetings and materials to execute the methodology.
3. While many healthcare IT products are mostly database storage focused on a specific task related to Safety or Quality, ActionCue CI workflows cover everything from initial data/information capture, through consolidation, processing, reporting, analytics, querying, team collaboration, task scheduling and assignment, notifications, presentations, alerts and several forms of process and task monitoring. This means everything is in one place, nothing falls through the cracks and the team and processes enjoy transparency and accountability.

4. A byproduct of the degree of integrated workflows described above is that senior managers and executives with broad scopes of responsibility for oversight and leadership can get their arms around clinical performance information in real time and easily access and understand both the “big picture” and the drilled-down details to the degree they desire. In many cases this results in an unprecedented degree of participation in the clinical performance management processes by the executives without a steep learning curve on the mechanics of using the product or drowning in data.
5. ActionCue CI’s built-in report templates and analytics covering safety event reporting have a big impact on a significant but often hidden cost factor. With most safety event reporting systems, the challenge is getting information out of the system and insights out of the aggregate reports. This results in many organizations hiring one or more data analysts and buying additional analytics products like Tableau to regularly create and run queries, build custom reports, and prepare documents for review meetings. All the reporting capabilities and analytics of ActionCue CI can be mastered with just a few hours of training and their use requires no technical skills.
6. Another way that ActionCue saves customers a lot of money is in the architectural design of the product. It is highly configurable to address (i) widely varied organizational structures within and across clients, (ii) many optional features that can be “turned on”, (iii) evolving user populations and responsibility assignments, (iv) overall how the users individually and collectively experience the application, (v) other ways in which the application or the user organization needs adaptation. This contrasts significantly with many other healthcare IT products that usually need to be customized, using highly skilled technical staff or even programmers. Where initial implementation and customization of other products can take months, ActionCue clients have access to the application within 48 hours of contract execution to start training and actual use. Clients are obtaining productive benefit from the application in 30 days and often see real-dollar ROI in 90 days.
7. ActionCue CI is built on a technical platform that is highly regarded for rapid deployment of new code and changes. This makes it easy for Prista to release enhancements every month and code corrections within days or hours of detecting issues.
8. The design of User Interface and User Experience (UI/UX) is both science and art. ActionCue’s UI/UX is designed using the best practices drawn from expertise in healthcare, learning psychology, neuroscience, and principles of design thinking. Many ActionCue CI users remark that the intuitive use, clear navigation, clarity of information presentation and flexible, natural workflows beats that of most competing products hands down.



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