

Mitie partnership with Navenio sees task response time fall by 58% at Cumberland Infirmary

2 years ago



Navenio, a global leader in the delivery of Real-Time Location Services for hospitals and health systems, has announced the results of a partnership with **Mitie**, the UK's leading facilities management company, to improve workflow efficiency at **Cumberland Infirmary**. The collaboration, which began in November 2022, has streamlined task management across the hospital, ensuring faster response times, improved patient care, and better staff allocation.

Like many NHS hospitals, Cumberland Infirmary faces growing pressures from increasing patient numbers and limited resources. By integrating Navenio's AI-powered Intelligent Workforce Solution into its operations, Mitie has empowered the hospital to address these challenges head-on. Navenio's technology uses smartphone sensors to provide real-time location tracking, eliminating the need for manual task allocation and improving the efficiency of portering, cleaning, and patient transfers.

Since the partnership began, Cumberland Infirmary has reduced task response times by 58%, a 65% decrease in porter task times, and a 247% increase in daily cleaning tasks. These advancements have significantly improved the hospital's ability to manage patient flow, ultimately leading to better patient outcomes. Better patient flow also addresses backlog issues.

At the core of Navenio's platform is its AI Smart Tasking feature, which automates task allocation in real-time, ensuring that the right person is in the right place at the right time. This has transformed the way non-clinical services are delivered at Cumberland Infirmary. By reducing administrative burdens, clinical staff can now focus more on patient care, while support services such as portering and cleaning are more

responsive and efficient.

The platform's ability to deliver real-time, actionable insights has improved overall hospital workflow. The AI-powered system has enabled the hospital to seamlessly chain together tasks, such as patient transfers and ward cleaning, without the need for manual intervention.

"The integration of Navenio into our existing systems has fundamentally improved how we manage tasks at Cumberland Infirmary. Thanks to the Smart Tasking feature, we've seen significant improvements in response times and operational efficiency, leading to better patient care," said Elizabeth Klein, Chief Nursing Information Officer at North Cumbria Integrated Care NHS Foundation Trust.

"At Navenio, we are always aiming to change healthcare through innovation," added Connie Moser, CEO at Navenio. "We worked to transform how tasks are managed, ensuring the right staff are in the right place at the right time. By automating non-clinical workflows, we're giving valuable time back to nurses and clinical staff, enabling them to focus more on bedside care. We're proud of the impact this has had on both operational efficiency and patient outcomes, and we look forward to continuing our partnership to drive further improvements in healthcare delivery."

Adam Mitton, Managing Director, Healthcare, Mitie said: "We're proud to have worked closely with Navenio to bring this cutting-edge technology to Cumberland Infirmary. The technology is giving valuable time back to clinicians as during the first six months of the trial alone, we saved over 8,000 hours which could be refocused on patient care. The success of the trial shows how the combination of our exceptional people with innovation and technology can have a transformational impact on the NHS."