Achieve Systemness Across Your Network

Optimize Resource Utilization, Increase Transfer Acceptances, and Improve Patient Care to Achieve Your Strategic Growth Goals

THE CHALLENGE

All health systems share a common goal: to ensure their patients have access to the care they need when they need it. A common strategy for expanding reach and increasing access to care is adding hospitals to an existing network. But while this makes a positive impact on the patients, these acquisitions also create a highly complex network that is a daily challenge to manage.

One such challenge is managing the utilization of resources across all hospitals in a network. Due to a lack of system-wide visibility to patient demand and available resources, it has become all too common that one hospital is running at maximum capacity while another in the same network is sending nurses home because they are under capacity. This results in the over-capacity hospital scrambling to identify and coordinate discharges and internal transfers to make room for boarded patients, shuffling resources, and calling in nurses to manage the patient demand. Drastic actions such as canceling elective procedures or going on ED and transfer diversion are possible if all other mitigations have failed.

These daily struggles inhibit the ability to effectively manage and optimize the capacity of the health system as a whole to achieve both patient care and revenue goals.

THE SOLUTION

Hospital IQ's Enterprise solution provides health system leaders and frontline teams with the visibility, insights, and tools to proactively manage and balance their capacity and resources across every hospital in their network, all at scale. By integrating and analyzing data across every hospital's existing IT systems (EHR, patient flow, workforce management, etc.) teams are provided with a centralized view into current and future capacity demands and resource needs, enabling them to dynamically manage their capacity in real time. As a result, health systems are able to operate as an actual system, ensuring that capacity is available and resources are deployed where they're needed most.

BY THE NUMBERS

A leading Florida health system achieved the following while experiencing a

20%+ increase

in average daily census and ED visits:

0

hours on diversion

32%

decrease in total ED boarding hours

13-hour

reduction in average length of stay

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Our average daily census is now in the mid-800s and we have not gone on diversion or refused transfers. Every surgery, procedure, admission, and direct admit is accommodated. We do not back up the OR, or the Cath lab. This is enabled by the tools we have from Hospital IQ because we can see where the potential roadblocks are in advance and act.

Director of Logistics, Flow and Observation at a leading Florida health system

KNOW WHAT'S COMING.™

Hospital IQ gives hospital leaders and frontline teams the real-time insights and tools they need to make better, faster decisions to maximize the use of capacity across all of their hospitals. Our solutions provide swift and sustained performance improvement for health systems dedicated to optimizing access to timely patient care across their network – for the benefit of the entire health system as well as each patient.

SYSTEM-WIDE INTELLIGENCE OF STAFFED AND PHYSICAL BED CAPACITY

Hospital IQ provides real-time situational intelligence of staffed bed capacity across the entire health system. Leaders can then understand their constraints, both with their physical beds and their staff, at all times to support centralized resource management and balancing. Hospital IQ acts as your operational co-pilot, automatically monitoring and analyzing staff schedules, bed status, and patient demand against staffed and physical bed availability without the need for manual intervention. This automated surveillance of operations drives notifications of capacity bottlenecks before they occur, enabling health system leaders to be more proactive and planful in maximizing resource utilization across their network.
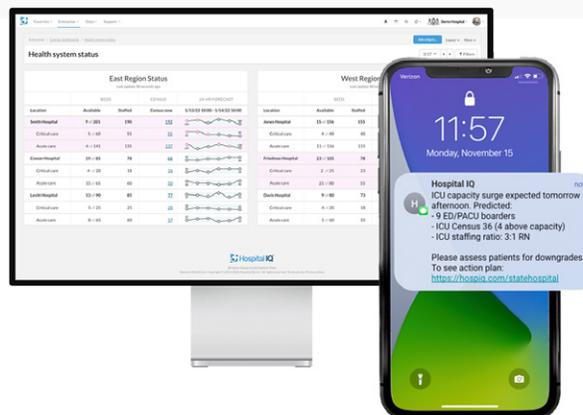
STREAMLINE COORDINATION OF TRANSFERS

Hospital IQ enables quick and efficient transfers across your network by automatically recommending the transfer destination based on services required, bed availability, and location. When every minute is critical, these insights reduce the time-consuming, manual process of calling hospitals and reviewing bed boards to identify the right facility for the patient. By expediting patient transfers, health systems can streamline increased access to care and patient volume across the enterprise.

STANDARDIZE AND CENTRALIZE PROCESSES

Hospital IQ automates critical but time-consuming processes (e.g. surge planning, daily discharge management, daily staff allocation, team huddles), enabling health systems to standardize how work is done across teams and facilities. With the ability to provide visibility into all or a specific subset of hospitals, these tools can be used to centralize processes at the enterprise level (e.g. centrally managing daily staffing or discharge management) to further streamline overall management of the health system's capacity. With Hospital IQ, health systems have the flexibility to manage their operations in a way that aligns best with the ever-

changing needs of their market, ensuring they are always one step ahead in meeting their patient care goals.

BUILD A PARTNERSHIP TO DYNAMICALLY MANAGE CAPACITY

To support change management, Hospital IQ's team of healthcare operations and clinical workflow experts work closely with each client to ensure they achieve their specific operational improvement goals. Beginning with initial implementation and continuing through the optimization process, Hospital IQ works directly with key stakeholders to align priorities and understand current processes and workflows. Through this partnership, a plan is developed that aligns to your specific goals, empowers leadership to own the process, and engages stakeholders from all teams to willingly join your organization's new culture to unlock and sustain capacity management improvements system-wide.

THE BENEFITS

Hospital IQ has partnered with hospitals and health systems of all sizes to automate daily workflows and orchestrate action across teams. Our solution proactively connects teams, enabling enterprise-level coordination to effectively balance capacity and resources across your network. Our approach grows with health systems over time, often starting as an individual improvement initiative and naturally maturing to broadscale optimization strategy in the future. Ultimately, the technology helps maximize the use of capacity, enabling additional admissions, improving throughout, and balancing staff utilization. These improvements result in improved margins, streamlined care coordination, and improved delivery of patient care.

> Strategic partnerships with Epic, Cerner, and Allscripts deliver seamless integration, which enables minimal IT demands and quicker time to value.

SEE IT IN ACTION

To see our intelligent workflow automation solutions in action and learn how they can help sustain operational excellence for your health system operations, email info@hospiq.com for a live demo or visit www.hospiq.com