

Maximize Capacity and Resource Utilization

Decrease Length of Stay, Optimize Staffing Practices, and Improve Care Team Collaboration and Planning Through Actionable Insights

THE CHALLENGE

Managing inpatient capacity is one of the most critical challenges for hospitals. It requires a complex balancing act of coordinating bed availability, patient throughput, and staffing needs to ensure that the right resources are available to accommodate patient demand. Without the ability to proactively manage capacity and staffing, bottlenecks that impact patient flow occur, prompting high wait times, long lengths of stay, diversions, or patients leaving without being treated. This can result in inadequate patient care, reduced staff satisfaction, and lost revenue for the hospital.

Hospitals have developed various playbooks and protocols to improve patient flow and eliminate last-minute decision making. However, these plans are reactive, only slightly mitigate the stress of the moment, and do not provide the time and insight necessary to plan for what is coming. Without the ability to identify and prepare for an upcoming issue, hospital leaders are forced to make last-minute decisions based on incomplete information, resulting in delayed patient care. Even when plans are initiated, the availability of resources such as inpatient beds and staff diminishes any plan's effectiveness in addressing patient flow disruptions.

When leaders and frontline teams are not equipped with tools that help them proactively manage the different elements of inpatient capacity, they are constantly scrambling to determine hospital-wide priorities that are critical to ensuring uninterrupted patient flow. This lack of operational insight can create a domino effect and result in discharge delays, last-minute staff call-ins, closed beds due to inadequate staffing, and increased boarding. As a result, patient admissions are reduced, the cost per patient increases, and staff satisfaction decreases, all of which can impact the hospital's financial performance and ultimately result in a poor patient experience.

THE SOLUTION

Hospital IQ's Inpatient solution empowers hospital leaders and frontline teams to coordinate bed availability, patient throughput, and staffing needs in unison to ensure capacity is available, priorities are aligned across care teams, and staff are allocated to the areas where they are needed most. Hospital IQ gathers and analyzes data from existing systems (EHR, patient flow, workforce management, etc.) to dynamically adjust their capacity. With Hospital IQ, every team member is supported by an operational co-pilot that constantly monitors the operational health of their hospital to provide real-time insights and pinpoint barriers, allowing them to prepare for what's coming. Through technology-driven automation and transparency, hospitals can improve the way they work by proactively managing patient surges, orchestrating daily discharges, and streamlining daily staffing.

BY THE NUMBERS

**Health
First**

6%

reduction in length of stay across all facilities

44%

reduction in core floating to different levels of care

2600+

hours repurposed weekly due to streamlined communication



As the healthcare environment continues to rapidly evolve, we must pivot to better meet the needs and expectations of those we serve as well as our own caregivers and healthcare providers. Transparency and proactive decision making needs to be at the forefront of everything we do. Hospital IQ provides the advanced digital solutions and services that are an integral part of the everyday experience of those we serve.

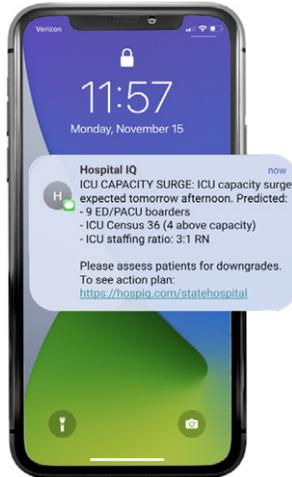
*Patti Canitano,
Division Director Patient Throughput*

KNOW WHAT'S COMING.™

Hospital IQ gives hospital leaders and frontline staff the real-time insights and tools they need to make better, faster decisions to comprehensively improve capacity management practices. Our solutions provide swift and sustained performance improvement for health systems dedicated to removing operational silos and improving surge planning, discharge management, and staffing practices – for the benefit of the entire health system as well as each patient.

PROACTIVE SURGE PLANNING:

Limited visibility to upcoming patient surges takes away a hospital's ability to develop and execute a plan, causing long wait times, overcrowding in the ED and PACU, and in some instances, having to go on diversion due to limited resources. Hospital IQ acts as your operational co-pilot by monitoring current and future conditions to proactively predict patient surges, pinpoint barriers, and deliver actionable insights directly to the appropriate team members, all in real-time. This proactive approach, along with the ability to view available beds, discharge, and staffing needs within one view, enables teams to take immediate action resulting in improved patient care and resource utilization.



ORCHESTRATE DAILY DISCHARGES: Many patient flow issues stem from inefficient discharge processing. Hospital IQ orchestrates action across leaders and frontline teams through real-time insights that help to streamline the discharge process. Teams can collaborate cross-functionally, leveraging accurate predictions of patient demand and throughput barriers to make data-informed decisions about discharge priorities, and resolve potential discharge barriers such as missing tests or post-acute needs that are automatically highlighted through built-in recommendations. This connected and collaborative approach to discharge management proactively connects teams on priorities and drives action to where it's needed most, resulting in more efficient patient throughput and increased capacity.

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

STREAMLINE DAILY STAFFING: Siloed staffing practices result in an unbalanced distribution of staff which ultimately impacts a hospital's ability to provide patient care. Using workflow automation, Hospital IQ provides transparency to staffing needs and available resources (RNs, PCTs, LPNs, orientees, sitters, pharmacy), enabling more strategic decisions on which staff is deployed to which units to ensure appropriate patient coverage. Embedded communication capabilities enable nursing leaders and the staffing office to easily collaborate to ensure alignment, eliminating hundreds of calls and texts each week and freeing up time for nursing leaders to focus on patient care.

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 manage bed availability, patient throughput, and staffing needs. Our approach is customized to meet the specific goals of each client, often starting with a specific performance improvement goal and maturing to broad-scale enterprise strategy. These sustainable improvements result in the opportunity to improve outcomes, efficiencies, economics, staff satisfaction, and ultimately prepare your staff for what's coming so that they can deliver more effective patient care.

SEE IT IN ACTION

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