

Enterprise-wide digital transformation enables new levels of performance excellence

Health First

"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. Data transparency and proactive data-driven 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



Customer Overview

Health First

- » Central Florida's only integrated delivery network
- » 900+ beds and 50,000+ annual discharges
- » 56 operating rooms and 22,000+ annual surgeries
- » Over 1,200 nurses across 4 campuses
- » Only Level II trauma center in the county

Health First, one of Florida's leading non-profit health systems, is working with Hospital IQ to change the way they operate by leveraging intelligent automation to convert manual processes to digital. Multi-functional teams that traditionally operated independently are moving away from historical data analysis and siloed improvement initiatives to AI-enabled workflows and streamlined collaboration.

Serving as the center of gravity for their performance improvement initiatives, Hospital IQ is facilitating new levels of excellence and patient care across Health First that include:

Using Hospital IQ's real-time, AI-enabled situational awareness capabilities, Health First digitally enabled nursing, hospitalists, and various supporting services (Radiology, EVS, transport, etc.) to proactively manage operational performance across their 4 hospitals. This included deploying Hospital IQ's tools across the following stakeholders for use in their daily huddles to improve planning.

Solution



Enterprise


- » **Nursing leaders:** To proactively plan hospital-level throughput across the cross-functional team
- » **Hospitalist teams:** To set priorities and ensure alignment across the team
- » **Unit leadership:** To support the coordination and execution of daily activities
- » **Support Services:** To support department leaders in ensuring adequate support for patients and clinicians across the organization

Results:

- 2,600+** hours repurposed weekly due to streamlined communication
- 200+** employees engaged per shift through enhanced collaboration
- 35%** reduction in ED hold times
- 30%** improvement in ancillary turn times


INPATIENT

Using Hospital IQ's automated workflows and digital communication capabilities, the clinical care teams at Health First streamlined the discharge process through improving:

<p>Solution</p>  <p>Inpatient</p>	<ul style="list-style-type: none"> » Patient Prioritization: Automatic prioritization of discharges across all nursing units » Discharge Barriers: Predict barriers to discharge (e.g. missing labs/test, post-acute care needs) » Team Collaboration: Eliminated manual/paper processes and increased transparency across care teams 	<p>Results:</p> <p>517 avoidable days eliminated monthly</p> <p>6 hour length of stay reduction per patient</p> <p>200 hours of manual data collection and phone calls eliminated weekly</p>
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STAFFING

Using Hospital IQ's Staffing solution, Health First improved collaboration across their health system and improved their daily staffing practices through:

<p>Solution</p>  <p>Staffing</p>	<ul style="list-style-type: none"> » Enterprise Transparency: Real-time visibility to staffing needs, float history, and available resources across the health system » Streamlined Communication: Direct communication between unit leaders and the staffing office for efficient staffing updates » Proactive Planning: Insight into forecasted patient demand to ensure appropriate staffing in advance 	<p>Results:</p> <p>44% reduction in core floating across the health system to different levels of care</p> <p>45 minute improvement in communicating the daily staffing plan</p> <p>500+ calls eliminated monthly to deploy staff</p>
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By leveraging Hospital IQ's advanced analytics platform, Health First has fully embraced digital transformation and is realizing the benefits on an everyday basis. This has not only enabled them to achieve their performance goals and respond to crisis situations like COVID-19, but it has also provided them with the foundation they need to continue pushing the limits of performance excellence using the real-time data and predictive recommendations offered by Hospital IQ.