Hospital IQ®

Accelerate the Pace of Performance Excellence Across a Health System

Real-time, AI-enabled operations management platform empowers teams, accelerates collaboration, and drives continuous performance excellence across the enterprise

THE CHALLENGE

Health systems continuously identify opportunities to improve operational performance across all departments. Each new initiative must be planned, tracked, executed, and sustained. With limited access to real-time performance data, which is often siloed and fragmented, these project-based initiatives frequently lead to frustration and limited sustained improvement for everyone involved – from the performance improvement team to frontline staff and executives.

To mitigate these issues, organizations have looked to a broad range of solutions: team huddles focused on cross-functional collaboration, building homegrown business intelligence platforms, and some even considering investing in large-scale centralized command centers. However, collecting reliable performance data, paired with siloed communication channels, continue to burden staff. As such, these methods still offer no clear way to synthesize next steps and prioritize daily work. As a result, frontline staff remain left with little time to plan past today's operational challenges and any initial improvement gains are often not sustained.

THE SOLUTION

Hospital IQ's Enterprise solution offers a new digital partner that is constantly monitoring your current and future operations. AI-enabled situational awareness ensures the right information, with the right action, gets to the right person - hours, days, and weeks in advance. Teams connect through powerful, modern-day tools to communicate needs and barriers, break down silos, and resolve issues.

This proactive approach to managing capacity and patient flow delivers insight and priorities for a more efficient and less chaotic workday, and creates the foundation for a continuous and sustainable performance improvement culture throughout your enterprise.

BY THE NUMBERS

Health First

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

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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,
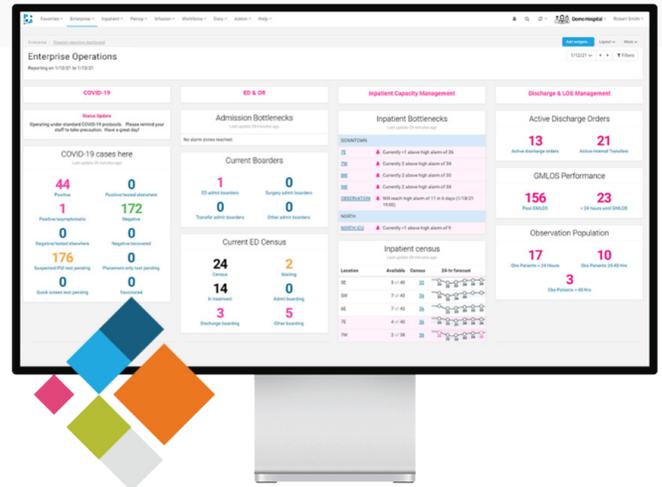*Division Director Patient Throughput*

INTELLIGENT AUTOMATION FOR HEALTHCARE

Hospital IQ gives hospital leaders and frontline staff the insight and tools they need to make better, faster decisions to comprehensively transform hospital operations. Our solutions provide swift and sustained benefits for hospitals and health systems dedicated to improving performance excellence – for the benefit of the entire health system as well as each patient.

DELIVER AN AI-ENABLED DIGITAL EXPERIENCE: Hospital IQ delivers visibility into an organization's past, present, and future operations including predictions of many critical health indicators such as patient census, boarding levels in intake areas, ED arrivals, staffing levels, and many others. Through real-time, AI-enabled operational intelligence, system-wide situational awareness is shared across all levels of an organization. This new level of operational intelligence and real-time data drives proactive planning across frontline staff, tiered huddle teams, executive leadership and command centers. While directing daily operational priorities for optimized patient flow, this approach also gives advanced warning of both improving and degrading performance.

ACCELERATE COLLABORATION ACROSS TEAMS: Hospital IQ includes a robust automation and communication infrastructure to keep staff connected and aligned across departments, care teams, shifts, and days. With closed-loop communication, all staff are aware of priorities and can collaborate without the need to manually check status via phone calls, emails, text messages and siloed conversations. The result is a streamlined, prioritized and more effective workday for every department, ongoing performance excellence across the enterprise, and ultimately better patient care.

ACHIEVE AND SUSTAIN PEAK PERFORMANCE: Hospital IQ manages performance goals and delivers feedback across tiered huddle teams, from leaders and frontline staff in real-time. This removes the burden of collecting and distributing reports, enabling teams to immediately understand progress and work proactively. As a result, performance improvement teams across the health system can focus on the steps required to achieve goals, plan next steps daily and sustain optimized levels of performance.

Strategic partnerships with Cerner and Allscripts, as well as participation in Epic's App Orchard, enable seamless integration, minimal IT demands, and a quick time to value.

BUILD A PARTNERSHIP FOR DIGITAL TRANSFORMATION: 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 and patient flow performance improvements.

THE BENEFITS

Hospital IQ has partnered with hospitals and health systems of all sizes to develop and execute digital transformation strategies for operational improvement. Our solutions benefit cross-functional teams to easily collaborate and prioritize activities that optimize capacity and improve throughput. Our approach grows with each client partner over time, often starting with a specific performance improvement goal and maturing to broadscale enterprise strategy. These sustainable improvements result in the opportunity to increase admissions, raise margins, balance staff utilization, reduce costs, and ultimately streamline care coordination for more effective delivery of patient care.

SEE IT IN ACTION

To see our AI-based operations management platform in action and learn how it can help sustain operational excellence for your hospital operations, email info@hospiq.com for a live demo or visit www.hospiq.com