Using Intelligent Automation to Create Sustainable Operational Improvements

It's not easy to run a health system's operations.

Health systems struggle to remain profitable while still providing exceptional care and keeping costs under control. Leaders at all levels are asked to execute a complex balancing act: create sustainable improvements in care delivery, access to care, and overall productivity within a system that is constantly evolving and shifting on a daily basis.

When faced with the reality of maintaining and growing a profitable health system, daily operational challenges often get in the way of executing on the longer-term strategy. Breakdowns in communication have lasting adverse effects: operating rooms are left unused and wasted, patients are boarded in the ED, nurse productivity varies greatly across units, and patients experience unnecessarily long stays. These costly situations can hold back organizations from reaching their ultimate goals.

The problem: A lack of adequate tools to run efficient operations

The day-to-day operating environment is dynamic, forcing leaders and frontline staff to make on-the-fly adjustments to respond to immediate challenges. Many times, they lack the necessary time, insight and foresight to make a more planful and effective decision. Furthermore, many of their core business processes are based on tribal knowledge, and rely on manual paper processes, outdated data, phone calls, emails, and time-consuming rounding procedures.

Health systems have traditionally attempted to invest in a range of tools to address these challenges: consulting, EMR customizations, homegrown systems, committees, and adjustments to existing legacy systems. Each attempt provides some initial value to the organization, but performance and adoption falls over time, which creates a vicious cycle across emergency departments, operating room suites, inpatient units, clinics, rehab centers and the overall operations of a health system. These ongoing, and often repetitive, process improvement initiatives exhaust staff and executive discussions typically revolve around addressing the same performance issues each year. Ultimately, operational performance continues to hinder the health system's bottom line without a long-term solution in sight.
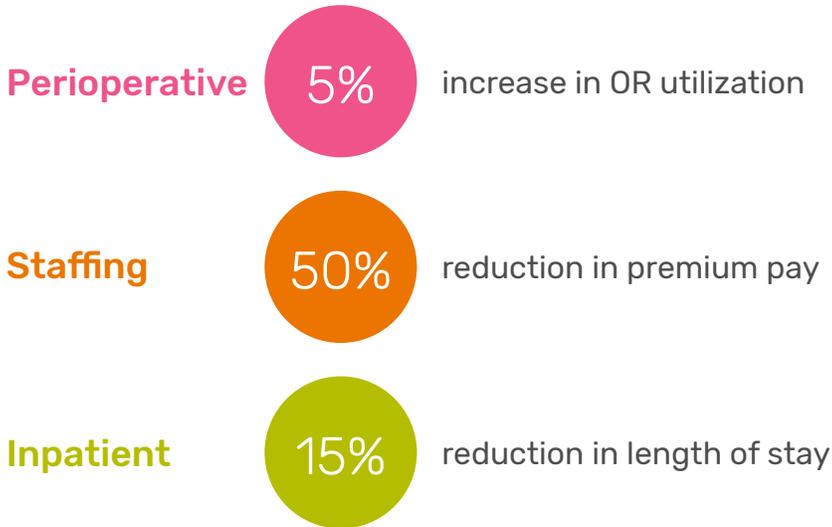
The solution: Using intelligent automation to improve operations

The use of technology that streamlines standard operating practices while using artificial intelligence to detect risks and direct actions in real time can bring new life to a health system's operations. Hospital IQ's operations management platform incorporates this combination of capabilities, also known as intelligent automation, to ensure that the right information, with the right action, gets to the right person (e.g., via mobile devices, command center wall displays, desktop computers, and emailed reports) hours, days and weeks in advance, ensuring alignment of actions and priorities across the enterprise resulting in sustainable peak operational performance.

With standard operating practices implemented and supported by software, leaders are given back critical time to better manage their operations, and care teams can focus more time on caring for patients. Staff can rely on prescriptive analytics to guide their decisions and plan for future events. The combination of more time and better insight improves performance in a sustainable way; priorities are naturally adjusted over time, ultimately resulting in improved patient care and satisfaction.
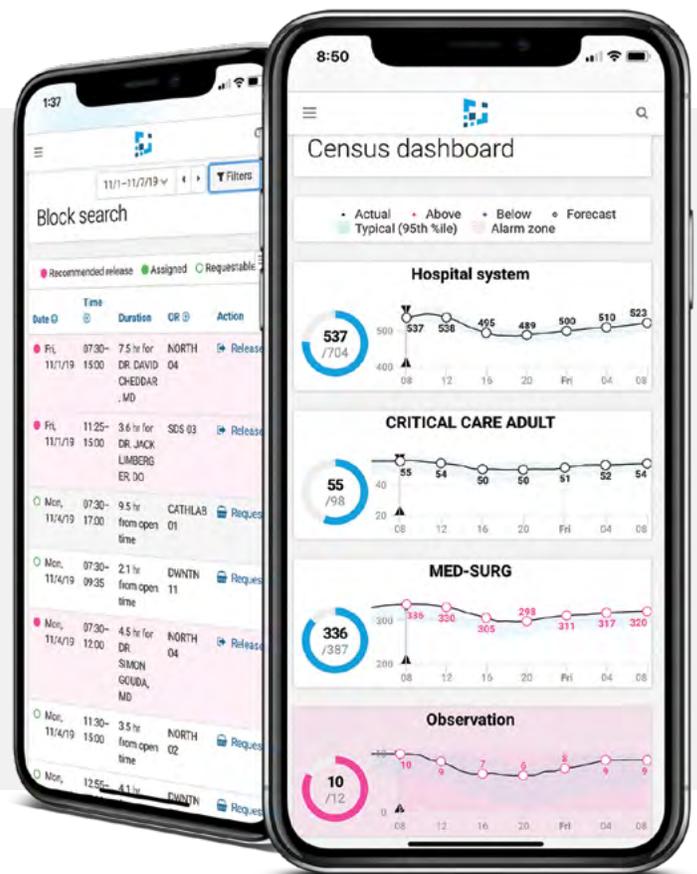
The proof: Results across the country

Hospital IQ has been working with over 100 partner hospitals since 2013 to apply intelligent automation to their operations. Hospitals and health systems, both large and small, have benefited from the technology. Most start with one targeted area of improvement and quickly expand to other opportunities. **Using Hospital IQ, customers across the country are seeing the following results:**

Perioperative — **5%** increase in OR utilization

Staffing — **50%** reduction in premium pay

Inpatient — **15%** reduction in length of stay

New deployments are happening every month and continue to show that combining automation with artificial intelligence **can significantly impact an organization's OR utilization, labor productivity, throughput**, and other key efficiency metrics.

Our approach: Incremental adoption to transform operations

System-wide transformation does not happen overnight and technology adoption should mimic a system's journey to sustainable improvement. That is why Hospital IQ starts every relationship with a discovery process to ensure we understand and support a client's priorities. In this process, we align on the client's goals, plan the implementation and go-live timelines, identify KPIs, and timing of business reviews. In less than 90 days, our clients, working "elbow-to-elbow" with our world-class team of industry experts, are able to experience the benefit of Hospital IQ firsthand through the automation, communication, and predictions of their health system's operations on their smartphones, PCs, tablets, and other devices. This combination of people, process, and technology ensures that sustainable improvements are achieved by our clients.

Intelligent Automation for Healthcare

Hospital IQ uses AI to direct actions, enabling health systems to sustain peak operational performance that improves patient access, care delivery and staff productivity.

Hospital IQ