

Accurate Census Forecasting Improves Staff Satisfaction and Financial Performance



We weren't making the best decisions because we were guessing. We joked about needing a crystal ball for years. **Now, with Hospital IQ, we actually have a crystal ball.**

Director of Patient Logistics



\$750K

Saved annually by avoiding unneeded surge planning



50%

Reduction in last-minute staffing adjustments

Customer Overview

- » Over **800 beds** and **45,000 inpatient admissions**
- » One of the largest employers in its county with **5,000 staff members** and **900 physicians**
- » IBM Watson Health Top 100 Hospital
- » US News "High Performer"

THEIR PROBLEM

Population growth and seasonal influx made patient demand unpredictable, creating:

Staffing to maximum capacity as a precaution, resulting in:

- » Last minute call-ins and call-offs
- » Planning for surges that never occurred
- » Choosing to be overstaffed daily

Unbalanced nurse allocation from unit to unit, leading to:

- » Some units overstaffed, others under
- » Patients being placed off-unit to ensure timely care
- » Staff getting reassigned multiple times throughout the day

OUR SOLUTION

With Hospital IQ's Staffing solution, this client was immediately able to:

Predict upcoming surges in patient demand in order to:

- » Reduce last-minute staffing changes
- » Decide if and when to open or close overflow units
- » Better allocate the float pool

Plan accordingly for each day's patient census, which:

- » Improved patient care with properly-focused resources
- » Decreased stress for leadership and nurses
- » Automated time-consuming processes