

Improve overall performance and patient care by optimizing scheduling practices

Use machine learning to optimize your infusion schedule, enabling facilities to maximize utilization and grow volume.



THE CHALLENGE

Infusion centers confront predictable dilemmas. Chairs and resources are typically used heavily during the middle of the day but underutilized in the morning and late afternoon. Schedulers seek to accommodate patient scheduling preferences but lack the tools to align patient demand to organizational capacity. A host of unexpected events – cancellations, add-ons, adverse reactions, pharmacy delays – can create additional complications and throw off even the best-planned day. Consequently, patients face long wait times and become understandably dissatisfied, staff members become stressed, and patient care can suffer. And, in the long run, inefficient staff and chair utilization can prevent the infusion center from growing and serving more patients.

THE SOLUTION

Hospital IQ's Infusion solution gives infusion center leaders the time and insight they need to make better, more informed decisions and improve performance. This data-driven platform applies system-specific policies, machine learning, and optimization algorithms to infusion center data to accurately forecast patient demand and make recommendations that will improve infusion center utilization and help grow volume for the benefit of the entire health system.

Hospital IQ solutions provide the actionable insights and recommendations healthcare leaders and frontline staff need to align capacity and labor to true demand across the entire health system.

BY THE NUMBERS



200

additional infusions performed per week

45%

reduction in delayed appointments

\$4.7M

savings per year from improved utilization



We'd been experiencing enormous patient delays and staff dissatisfaction due to the issues in our scheduling process. With Hospital IQ, we were able to **increase chair and staff utilization, which decreased patient wait times significantly** within 2 months.

*Dr. Michael Zinner,
CEO & Executive Medical Director*

INTELLIGENT AUTOMATION FOR HEALTHCARE

Hospital IQ gives infusion center leadership teams and frontline staff the time and insight they need to make better, more timely decisions and comprehensively improve infusion center performance – for the benefit of the entire health system.

BUILD A BETTER SCHEDULE, INCREASE VOLUME,

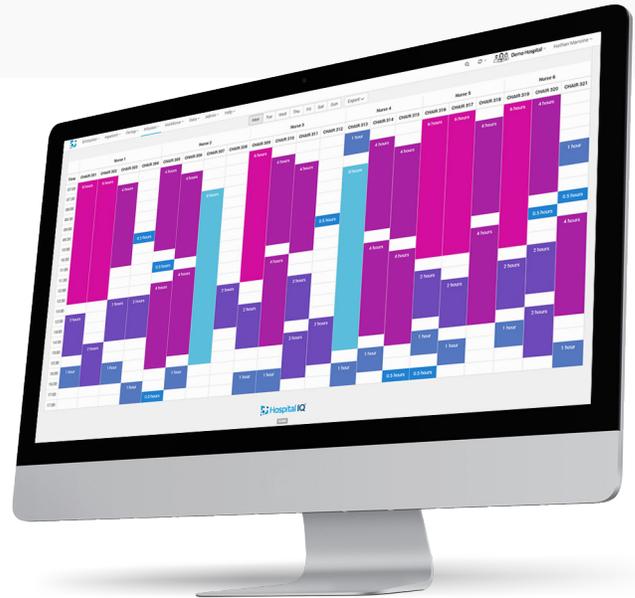
IMPROVE UTILIZATION: Hospital IQ helps leadership simplify and optimize the patient scheduling process to increase volume and maximize chair utilization while reducing patient wait times. It accomplishes this by identifying appropriate appointment lengths and smoothing these appointments across the workday. By applying robust analytics and machine learning to the center's own data, Hospital IQ analyzes past infusion schedules and trends, predicts future patterns, and automatically recommends potential schedule changes. Templates can be updated with the click of a button to make sure that changes in appointment volume and regimen type are appropriately accounted for.

BETTER ALIGN STAFFING TO MEET TRUE DEMAND:

Hospital IQ helps leadership align staffing strategies to better meet patient demand and make better workforce decisions throughout the infusion center. The platform automatically analyzes and balances staff workloads based on regimen types, patient volume, and chair capacity. It can help infusion centers anticipate and avoid uneven workload distribution and overscheduling employees. Better workforce alignment improves the quality of care, enhances staff satisfaction, reduces turnover, and decreases labor costs.

DRIVE CONTINUOUS PERFORMANCE IMPROVEMENT:

Hospital IQ generates tailored reports and scorecards that give stakeholders a clear view of the scheduling process, enabling ongoing review, and promoting operational accountability. The system's intuitive "what-if scenario" modelling predicts how changes in policies, appointment volumes, staffing, and chair capacity will affect scheduling and performance, helping infusion centers create the best scheduling template for improving performance and growing volume.



BUILD A PARTNERSHIP FOR DIGITAL TRANSFORMATION:

To support change management, Hospital IQ's team of industry experts works closely with clients to ensure they achieve their operational improvement goals, beginning with initial implementation and continuing through the optimization process. The team works directly with key stakeholders to align priorities and understand current processes and workflows. This ensures the solution is implemented organically and sustainably to reduce the change management efforts and onboarding time. Through this partnership, a plan is developed that aligns to your vision, empowers your leaders to own the process, and engages stakeholders to harness your culture to drive change.

THE BENEFITS

With the help of Hospital IQ, infusion centers have improved patient scheduling and chair utilization, grown volume, reduced costs, improved staff morale, and delivered better care to their patients.

