

Improve and Sustain Effective Discharge Practices to Optimize Capacity and Patient Flow

Real-time, AI-enabled automation delivers predictive insights, coordinates discharge activities across care teams and prevents bottlenecks that impact capacity and patient flow teams to prevent bottlenecks.

THE CHALLENGE

Efficiently managing patient flow is one of the greatest challenges healthcare teams face. Poor patient flow is often the result of unfocused discharge practices and prioritization processes. How, when, and where to prioritize discharges requires a coordinated effort to identify patients that are likely to be discharged and anticipate discharge barriers, plus recognize the specific actions needed and communicate those actions to cross-functional team members.

Without effective and efficient discharge practices, imbalances arise across the health system. Some facilities and units become overcrowded while others are consistently under capacity. Patients too often have to wait for discharge when they are ready to leave, while others are boarding in the ED and PACU waiting for an available bed. Consequently, patients may experience delays in receiving care, or end up staying longer in the hospital than they need to.

Leadership teams often respond to these challenges by creating performance improvement projects such as incentivizing discharges before noon or making decreased length of stay a system-wide priority. However, because these discharge improvement projects rely on siloed data and manual processes, care teams spend a considerable amount of time chasing disparate data, adding to their already burdensome workload. As a result, the benefits gained from any initial success dissipate as soon as the active initiative ends.

THE SOLUTION

Hospital IQ's Inpatient solution empowers care teams by prioritizing discharges and orchestrating their associated activities. By integrating machine learning-based artificial intelligence with each health system's own data, Hospital IQ accurately predicts future patient demand while prioritizing specific patients or units for discharge. Care teams seamlessly communicate and share actions and insights, from anticipated capacity bottlenecks to discharge barriers like missing test orders, misclassified patients or post-discharge accommodation needs, all in real time.

“Hospital IQ's predictions have provided remarkable value in identifying high-priority patients, **saving us considerable time** prioritizing today's patient discharges and enabling us to pre-plan tomorrow's discharges.

Dr. Brian Boggs, VP Medical Affairs, Health First



BY THE NUMBERS

Health First

517 avoidable days eliminated monthly

6 hr length of stay reduction per patient

200 hours of manual data collection and phone calls eliminated weekly

MERCYONE.

40% reduction in average observation length of stay

100 bed days gained per month

24 hours average observation LOS

UH University Hospitals
Cleveland Medical Center

15% reduction in length of stay

10% decrease in ED boarding hours

50% reduction in ED patients who left without being seen

INTELLIGENT AUTOMATION FOR HEALTHCARE

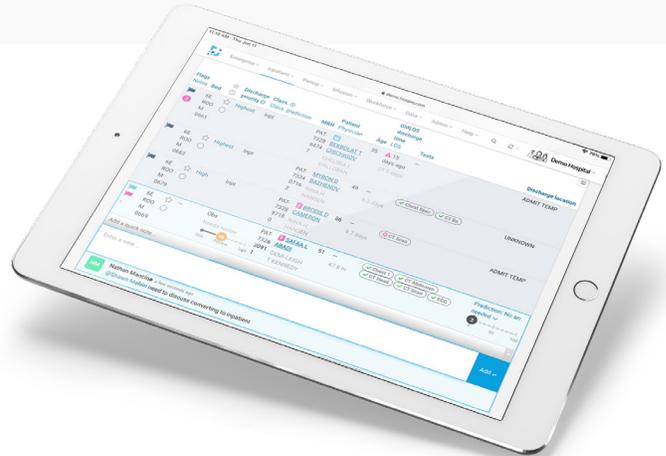
Hospital IQ gives hospital leaders and frontline staff the insight and tools they need to make better, faster discharge decisions to comprehensively improve discharge practices. Our solutions provide swift and sustained performance improvement for hospitals and health systems dedicated to improving discharge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

ESTABLISH DAILY HOSPITAL-WIDE PRIORITIES: Hospital IQ analyzes millions of records from multiple healthcare IT systems to deliver system-wide situational awareness of current and future capacity needs. Bottlenecks are automatically identified up to 7 days in advance and targeted recommended actions are communicated directly to frontline leaders through customizable alerts and messages. These real-time insights and targeted recommendations help managers and care teams proactively manage patient flow by identifying the day's most impactful discharges, prioritizing units reaching or over capacity, and escalating situations that require hospital-level coordination.

ORCHESTRATE ACTION ON DISCHARGES: Hospital IQ's prescriptive recommendations and AI-enabled workflows engage frontline staff across the hospital to expedite the discharge process throughout the day. Information is delivered to care teams where they are, whether rounding with patients, in a huddle, or in a logistics center. By predicting discharge barriers such as test results or post-discharge placement needs, high-priority discharges are flagged, enabling care teams to direct action on a given day to where it's needed most.

ENABLE CONTINUOUS COORDINATION: Hospital IQ delivers robust communication and automation capabilities that keep staff connected and aligned across departments, care teams, shifts, and days to ensure continuous discharge coordination. Embedded 2-way messaging inside and outside of the care team minimizes the impact of various factors on discharge readiness. The system provides the ability to assign tasks and send proactive staff alerts to ensure alignment to priorities. This connected and intelligent approach eliminates the need to manually check status, results in significant time savings and creates a better experience for everyone involved in managing inpatient operations.

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 discharge 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 approach grows with each client partner over time, often starting with a specific performance improvement goal and maturing to broadscale enterprise strategy. Ultimately, Hospital IQ helps cross-functional teams easily collaborate and prioritize activities that optimize capacity and improve throughput. 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, email info@hospiq.com for a live demo or visit www.hospiq.com