

# Reduce Length of Stay Through Proactive Management of Observation Patients



Since making the decision to focus on length of stay for observation patients, we have

**reduced hours per patient by over 30%.**

This was achieved through the combination of process improvements and Hospital IQ's platform.

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**33%**

reduction in average observation length of stay



**100**

bed days gained per month



**24**

hours average observation length of stay

## Customer Overview

- » MercyOne Des Moines Medical Center has over 650 inpatient beds
- » Over 5,000 staff members
- » Longest continually operating hospital in Des Moines

### THEIR PROBLEM

Average length of stay for observation patients consistently exceeded their targets:

#### Limited visibility to the status and location of their observation population due to:

- » High observation population of 10-15% of total patients spread across the hospital
- » Lack of a dedicated observation unit or specific care team assigned to them
- » Reviewing applicability for observation status was inconsistent

#### The difficulty in managing their observation patient population resulted in:

- » Observation patients placed in inpatient units, receiving commensurate care
- » Reduced reimbursement associated with misclassified patients
- » Average LOS for observation patients exceeded 24 hr target (ranged from 35 to 42 hours)

### OUR SOLUTION

With the predictive and real-time capabilities in Hospital IQ's Inpatient solution, MercyOne Des Moines was able to:

#### Support its governance, organizational, and process changes, enabling them to:

- » Forecast and prepare for upcoming observation patient demand
- » Create real-time visibility to the observation patient-related KPIs
- » Accelerate initiatives that produced good results and adjust those that weren't as effective

#### Implement process changes and best practices that led to:

- » A 33% reduction in the average observation length of stay
- » Gaining 100 bed days a month
- » The creation of a short stay unit with staff trained to evaluate observation criteria