

Maximize Patient Care and Improve Staff Satisfaction

Real-time, AI-enabled workflow automation increases visibility into current and future patient care needs and streamlines communication to ensure proper staff alignment.

THE CHALLENGE

Lack of visibility into future patient demand creates a reactive and stressful staffing environment. Health systems struggle to balance utilization of nursing staff across the enterprise while simultaneously ensuring patients receive an appropriate level of quality care. The demanding nature of the job, along with unpredictable and ever-changing schedules, lead to excessive overtime and low job satisfaction for nurses, which in turn results in significant turnover and retention issues.

Additionally, unexpected daily variances like emergency room and inpatient surges along with nursing shortages can leave hospital units understaffed and managers scrambling to ensure appropriate coverage. Expensive and temporary solutions such as frequent use of overtime pay, incentive pay programs, and supplemental agency staff are used, yet there are times when these options do not yield enough staff.

Suboptimal staffing practices make it difficult for nursing leadership to properly maintain desired and/or required care coverage. The result is to close beds or run with less-than-optimal care coverage. Further, the chaos created by the lack of a forward-looking staffing plan creates unbalanced workloads and a highly stressful environment, impacting the ability to retain high quality care resources, and adding to the cost and volume of nursing turnover.

THE SOLUTION

Hospital IQ's Staffing solution provides increased visibility into current and future staffing needs across an entire health system, giving unit nursing leaders and the staffing office the time and insight to proactively identify staffing gaps and allocate available resources to best meet individual patient needs. By integrating with existing workforce management and other applicable systems, it applies system-specific policies, machine learning, and optimization algorithms to improve transparency and provide precise staffing recommendations. With accurate forecasts of patient demand and daily real-time awareness of patient needs, Hospital IQ enables nursing leaders to balance utilization of nursing staff, ensuring the right nurse is deployed to the right unit and assigned to the right patient at the right time.

The result is improved staff alignment, enhanced quality of care, increased staff satisfaction and decreased labor costs.



BY THE NUMBERS

MERCYONE

50% reduction in premium pay

10+ hours given back weekly to each nursing leader to focus on patient care

80+ hours given back weekly to the staffing office for proactive staff planning



In nursing, adding numbers isn't always the answer. We want to be smarter and more efficient with our existing resources. Hospital IQ has given us the ability to be proactive about our staffing needs and helps us assign, or re-assign, staff based on the actual demand.

Shawna Gunn, Manager of Operations

**Health
First**

44% reduction in core floating across the health system to different levels of care

45 minute improvement in communicating the daily staffing plan

500+ calls eliminated monthly to deploy staff

INTELLIGENT AUTOMATION FOR HEALTHCARE

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

PROVIDE FULL TRANSPARENCY INTO STAFFING NEEDS:

Hospital IQ delivers nursing leaders with predictive insights and daily situational awareness to effectively allocate staff based on each patient's individual needs. Visibility to patient acuity, unit-level patient needs, and staff capabilities allows for a faster, more flexible, and specialized approach when allocating staff and creating care assignments. These efficiencies give nursing leaders more time to focus on patient care activities which positively impacts patient care.

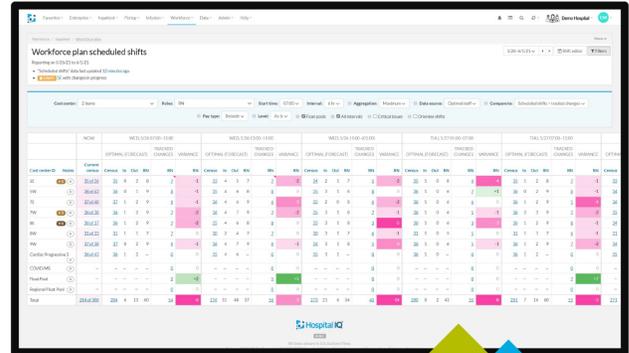
ALIGN STAFF TO PATIENT DEMAND IN ADVANCE:

Hospital IQ enables nurse managers to accurately adjust department and float pool staff days in advance. With the ability to meet patient demand when and where it arises, last-minute call-ins or call-offs and reliance on premium pay decreases. The system notifies leaders of potential issues, allowing them to proactively staff up the locations that need the most support and avoid overstaffing elsewhere. This ensures appropriate patient coverage hours or days before a labor crisis develops resulting in better patient care, a balanced workload, reduced premium pay costs, and increased staff satisfaction.

STREAMLINE COMMUNICATION ACROSS STAKEHOLDERS:

Hospital IQ's automated workflows help nursing leaders communicate their needs in a consistent and timely manner across the enterprise. Built-in communication and alert capabilities ensure managers and staff are aligned to patient needs, and staff is properly allocated for the current and upcoming shifts. With Hospital IQ, unit managers no longer need to rely on manual processes (paper charts, rounding, phone calls, etc.) to communicate their staffing needs throughout the day. With true operational insight, the staffing office can provide appropriate coverage with greater speed, ease, and agility, coordinating and validating staffing needs in real-time to all stakeholders.

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 capacity and performance improvements.

THE BENEFITS

Hospital IQ provides complete transparency to the staffing process across health systems, optimizing the utilization of nursing staff and improving collaboration to ensure adequate patient care. With the ability to understand staffing needs in advance, unit nursing leaders can minimize the impact of short-staff or over-staffed situations, decrease overall stress across the nursing units, reduce reliance on premium pay and expensive outside resources.

SEE IT IN ACTION

To see our AI-based operations management platform in action and learn how it can provide increased visibility into current and future staffing needs to help optimize staff utilization, improve nursing staff satisfaction and streamline communication across your enterprise, email info@hospiq.com for a live demo or visit www.hospiq.com