Proactive Staffing and Patient Prioritization Reduce Length of Stay and Decompress the ED

University Hospitals

> University Hospitals are **engaged in a process of continuously improving the care we provide our patients**. Hospital IQ has helped our units pull together as a team to see the full picture. They have given us the tools to successfully predict patient demand and to determine which changes will help us better serve our large and diverse community.
>
> *Robyn Strosaker, MD*
> *Vice President and Chief Medical Officer*

15%
reduction in length of stay

10%
decrease in ED boarding hours

50%
reduction in ER patients who Left Without Being Seen

Customer Overview

» 2,240 beds and 128 ORs across their network
» 114,000 inpatient and 565,000 ED admissions yearly
» 4,700 providers and 25,000 non-physician employees
» Private, not-for-profit academic health system

THEIR GOAL

Improve quality of care while reducing costs. For their ED and inpatient units, this meant:

Creating more efficient throughput, resulting in:

» Decreased length of stay across their inpatient units

» Reduction in ED boarding and Left Without Being Seen

» Increased overall patient care and satisfaction

Addressing the difficulty associated with anticipating demand so they could:

» Manage bed capacity-based changes in patient census

» Properly align staff to patient demand during times of high or low census

» Reduce nurse overtime and improve float pool allocation

OUR SOLUTION

Hospital IQ's Inpatient solution predicted capacity and staffing needs, creating:

The ability to proactively manage future patient census through:

» Decompressing the ED by opening or closing flex beds to match demand

» Diverting low-acuity patients to community hospitals

» Capacity allocation simulations, which show staff needed for various scenarios

Proactive capacity and staff management, resulting in:

» A 15% reduction in length of stay across their inpatient units

» A reduction in nurse overtime and improved float pool capacity

» Frequent deep cleaning of units, increasing staff satisfaction and patient safety

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