CARE TRAFFIC CONTROL

The Ultimate Standard in Command Center Success

For close to three decades, TeleTracking has recognized the benefits of a centralized approach to care—which led to the development of the Health System Command Center—and an entirely new market segment. Having launched more than 100 Command Centers, we know how much effort goes into centralizing operations and integrating people, process and technology. And now we want to recognize that work with a new program that takes Command Centers to the next level by giving you the opportunity to become Care Traffic Control Certified™. In addition to creating a standard set of criteria to measure Command Center success, the program is also designed to foster collaboration, innovation and continuous performance improvement between centers.

"We pioneered the technology, and now by offering Health System Command Centers the ability to join a collaborative and become Care Traffic Control Certified™, we are adding additional depth to the overall client experience," says Chris Johnson, TeleTracking's President. "We are establishing standards and benchmarks to determine the operational maturity of a Health System Command Center, while at the same time creating a framework to facilitate knowledge-sharing. Eventually, this will be a way to recognize the industry's most advanced centers."

For example, health systems that become Care Traffic Control Certified™ will have access to subject matter experts who can share outcomes and experiences from other participants to enhance learning. Health systems will also be recognized as true leaders in command center operations—and can promote that fact with the Care Traffic Control Certified™ logo.

Start the Process:
Care Traffic Control Certified Criteria

Ready to have your accomplishments recognized? Ready to collaborate with your peers? Here's the criteria to get started:

- A centralized patient access and placement process for the hospital if you're a single facility or the main campus, plus one additional facility at a minimum, if you're a multi-facility enterprise.
- A way to demonstrate visibility for incoming demand—and ways to track existing and projected capacity.
- A process for collecting and tracking data on performance metrics and adhering to best practices.
- A process for patient flow governance—such as a cross-departmental patient flow council that meets regularly.
- And finally, a willingness to show your pride and appear on a public list of Care Traffic Control Certified™ centers.

How to Apply

Complete the online application that can be found on Knowledge Bridge [TeleTracking's client portal] after TeleCon by providing the following information:

- Patient flow governance document, such as a charter that demonstrates your governance process.
- Photo and/or floorplan of your Health System Command Center that shows the co-location of patient access and placement roles, along with other functions that may be part of your center.

- List of other current system certifications and awards such as the Baldridge Award.
- Performance data such as transfer volume, emergency department and PACU hold hours, as well as patient and physician satisfaction scores, monthly patient volume managed by your command center and demographic information.

Reviewed by Experts

We've assembled a team of experts to review every application—including a panel of TeleTracking clinical operations professionals, along with an anonymized, peer review by Health System Command Center leaders. The overall evaluation and decision process are driven by a demonstrated commitment to continuous performance improvement.

Application periods to become Care Traffic Control Certified™ are twice a year. New health systems will be announced in the fall at TeleCon and in the spring at HIMSS. If you don't achieve certification on the first try, don't give up! We understand it's a journey and so you may reapply and try again in any following application period.

The obligations of Care Traffic Control Certified™ centers are simple. You simply have to notify TeleTracking if there are material changes to your center related to certification (e.g., your health system is acquired, you're no longer an active user of TeleTracking solutions or services as part of your Command Center). The certification is valid for two years as long as you continue to meet the requirements and then you may always reapply.

How the Data is Used

Health system specific data is kept strictly confidential. PHI is not required as part of this program and should not be shared or submitted by a health system as part of the program.

- A panel of clinical operations experts reviews the data and other application materials to verify Health System Command Center structure, governance, and practices for the purposes of making a certification determination.
- The data may be anonymized and provided to one or more peer reviewers for validation.
- Anonymized data may be aggregated for benchmark purposes.

"We encourage you to join this collaborative of peers to keep the momentum strong in Health System Command Center operations, create the most advanced centers to drive excellence in patient care and continue innovation in this new industry segment," concludes Chris Johnson, TeleTracking President.