

# CAPACITY MANAGEMENT SUITE™

The proven solution for dramatically improving patient throughput, reducing patient wait times, decreasing ED overcrowding and improving access to care.

## Enterprise Class Efficiency

TeleTracking's Capacity Management Suite™ software is an enterprise-class solution that significantly improves patient throughput and resource utilization, and unlocks latent capacity across your health system. The result is reduced length of stay, decompression of all care areas, and increased efficiency throughout your system.

Capacity Management Suite™ is a cornerstone of TeleTracking's industry-leading operational platform.

It aligns caregivers and staff around patient throughput, provides visibility to current and projected capacity across your system, and automates routine tasks.

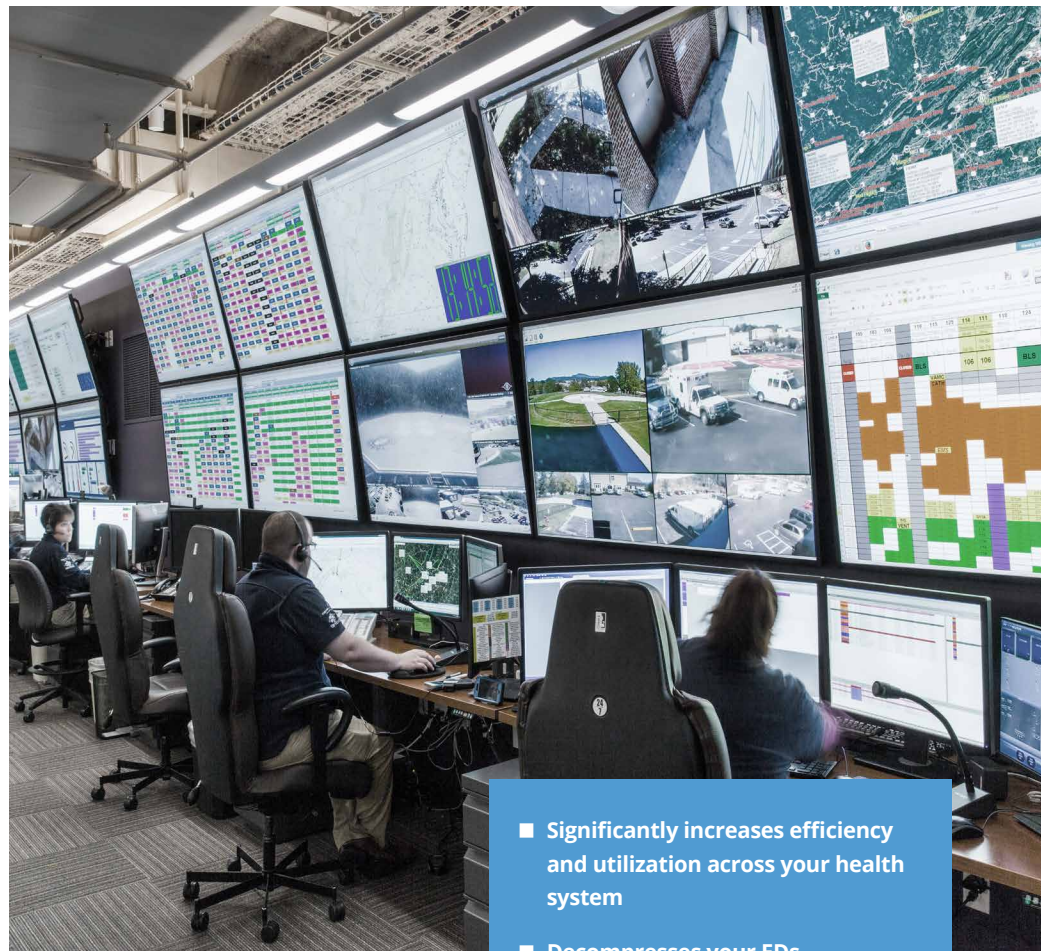
Our clients say they couldn't run their health systems without it.

## Patient Throughput and Quality Care

Capacity Management Suite™ supports and aligns stakeholders responsible for patient throughput and quality care, including:

- ▶ Patient Placement
- ▶ Environmental Services
- ▶ Transport Services
- ▶ Nursing Units

In many hospitals, these teams have little visibility to one another's work. They often do not have the tools they need to plan



ahead and collectively prioritize work based on real-time and projected patient demand.

Capacity Management Suite™ helps these teams work together toward shared throughput and quality goals, enhancing performance, reliability, and accountability.

- Significantly increases efficiency and utilization across your health system
- Decompresses your EDs
- Reduces LOS and minimizes wait times in all inpatient areas
- Improves discharge efficiency and bed turnover
- Aligns patient flow stakeholders and automates routine work
- Provides system-wide visibility to current and projected capacity

# Aligned, High-Performance Teams

## Patient Placement

For Patient Placement, Capacity Management Suite™ expedites the process of placing patients in the right bed, the first time. It brings visibility to projected census and demand from all patient intake areas: the ED, PACU, Cath Lab, and internal and external transfers.

It also provides a comprehensive view of bed status in each unit, throughout a facility and across a health system. Placement staff manage ahead to ensure available capacity for predicted demand.

## Environmental Services

Capacity Management Suite™ automates communication of bed status to all patient flow stakeholders, and automatically tracks key metrics such as bed turnover times.

This helps unlock capacity and improve utilization by making beds available faster.

In addition, rich reporting features show employee performance and volume trends, enhancing accountability and staffing decisions.

## Transport Services

Capacity Management Suite™ optimizes efficiency by using intelligent and configurable dispatch logic to assign transport requests.

It automates EVS notifications upon patient transport for discharge or transfer, enabling beds to be turned with maximum efficiency, and freeing nurses from a routine administrative task. Staff can pre-schedule transport requests and see progress in real time, so department schedules run on time.

Easy-to-use reports on productivity, request volume, and response time help measure and optimize performance.

## Nursing Units

Capacity Management Suite™ provides rounding caregivers at-a-glance visibility to bed and patient status via electronic nursing boards. Caregivers quickly view and update patient attributes such as core measures, fall risk, isolation precautions, and dietary restrictions.

Caregivers, case managers, and other staff easily see and manage care progression and discharge milestones, without having to dig into individual patient records. This shared visibility to discharge plans, needs, and gaps is a powerful tool to reduce LOS.

# Improving Discharge Efficiency through Automation

Historically, bed availability has been driven by the ADT systems' discharge messaging and nurse-facilitated discharge notifications. This method is latent; often not occurring until hours after the patient has truly vacated.

By leveraging the TeleTracking RTLS PatientTracking™ solution, TeleTracking's Capacity Management Suite™ receives a real-time trigger to change a discharged patient's assigned bed to unoccupied/ dirty when the discharge process has been initiated and they leave the facility.

This real-time trigger sets off automated workflow processes and informs EVS staff that the bed is dirty and ready for cleaning, making a bed available faster for an incoming patient.

With RTLS, dirty beds can be triggered automatically in discharge or transfer scenarios, based on the patient's real-time location and status — well before ADT processing has occurred, and independent of transport method.

## Key Benefits

- ▶ Reduce dead bed time by making beds available more rapidly
- ▶ Improve capacity without adding a single new bed
- ▶ Opportunity for increased admissions and revenue from existing capacity



## CASE STUDY

### How one health system turned latent dirty beds into annual savings.

By leveraging RTLS capabilities and Capacity Management Suite™ to automate the discharge process, this system:

- Added 399 bed days per year
- Served an additional 99 patients annually

\*A health system with 210 beds in the Southeast United States

# Introducing Mobile Applications for Capacity Management Suite™

Whether you are responsible for achieving your health system's key operational metrics, supervising a nursing unit, cleaning beds or transporting patients, TeleTracking's role-based apps extend the use of Capacity Management Suite™ to your workforce in real-time. Equipped with the capability to drive workflows and provide real-time visibility into hospital operations, our mobile apps enable your staff to perform their jobs while on-the-go. Now, at their fingertips, staff can monitor changing conditions, execute transport assignments, communicate to other care teams, or adjust hospital operations with our new mobile apps.

## Mobile Capabilities by Role



**TeleTracking Executive™ App** Now executives can get an at-a-glance view of the health system based on pre-defined metrics such as hospital census, across each campus. The app connects executives with front-line leaders by providing the ability to view, drill down, receive alerts, and understand imperative patient flow metrics.



**TeleTracking Charge Nurse™ App** Facilitates patient flow by giving nursing leaders an overview of the unit, details and status of every bed in the unit and the ability to receive alerts to increase transparency and improve patient care delivery.



**TeleTracking Patient Flow Manager™ App** Alleviates bottlenecks by providing drill-down visibility into the unit category within a campus. Details on patients and blocked beds are easily retrieved, and relevant notifications push actionable information to users.



**TeleTracking Bedside Nurse™ App** Aids the front-line nursing staff by allowing for more time to be spent at the bedside. Nurses now have an instant, real-time overview of assigned patients, including the ability to quickly view details and status of assigned patients.



**TeleTracking EVS™ App** Provides EVS staff a real-time view of assigned work. With the ability to create and receive jobs in real-time, EVS staff are empowered to prioritize and manage their workloads leading to more efficient patient care.



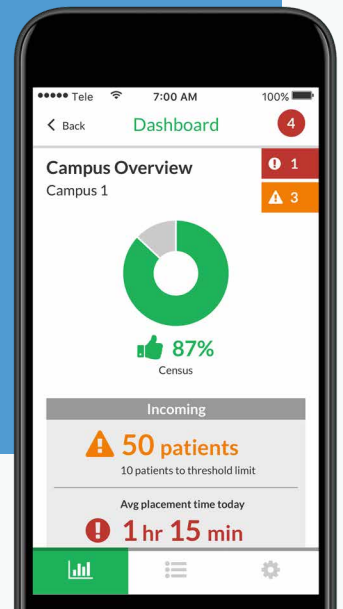
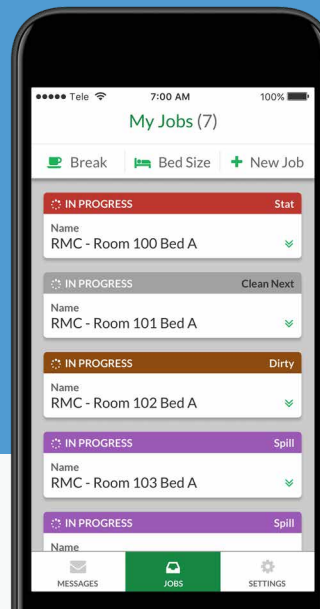
**TeleTracking Transporter™ App** Provides front-line staff with a real-time view of assigned work in an easy to use format. With the transporter app, staff are now able to complete patient and item transport jobs and request assistance on-the-go.

Using mobile apps in healthcare settings can enhance productivity, lower failure-to-respond rates, increase access to information and improve communication.

## Highlights

- ▶ Simple, intuitive dashboards provide at-a-glance insights with the ability to drill down for further analysis.
- ▶ Dark themed visuals provides a better experience for low light environments, minimizing patient disturbance from bright screens in dark rooms.
- ▶ Secure messaging integration with Mobile Heartbeat™ MH-CURE\* platform allows care teams to communicate and collaborate in real-time no matter where they are.

\*Secure messaging integration is currently available for the Executive, Patient Flow Manager, Charge Nurse and Bedside Nurse mobile apps. Secure messaging capabilities will be added to future versions of the EVS and Transporter mobile apps.



# TeleTracking can help your organization achieve operational goals

## IMPROVED CAPACITY MANAGEMENT & QUALITY OF CARE

Patient throughput time reduced by <b>59%</b>	<b>70%</b> reduction in ED wait time	<b>1.39</b> day reduction in length of stay
	<b>NO diversion</b>	Reduction in 30 day readmission rates with <b>100%</b> core measure compliance
<b>10,434</b> patient days gained annually		

## REDUCED COST & WORKFORCE EFFICIENCY

<b>50,000</b> more transport jobs annually with five fewer full-time employees, transport times reduced by 10 minutes per job	<b>12.9%</b> reduction in cost per adjusted discharge	Room turnaround times decreased by <b>172</b> minutes
--	--	---

**For every hour patients wait for care, they face objectively worse outcomes. TeleTracking believes it is unacceptable that patients are not able to access the care they need, when they need it, due to operating inefficiencies and unnecessary cost barriers.**

Our mission is simple, to ensure no one waits for the care they need. And that's why more than a decade ago, TeleTracking recognized the significant benefits of a centralized approach to managing patient flow, led the development of the command center concept, and has implemented more than one hundred operational command centers across the United States and United Kingdom. Named one of Becker's "Great Places to Work" in 2017 and 2018 and a Pittsburgh Business Times "Corporate Citizenship Award" winner, TeleTracking has delivered extraordinary outcomes for nearly three decades that have been the subject of study by the RAND Corporation, in addition to being a perennial KLAS Category Leader.