

SYNAPSEIQ[®] ENTERPRISE ANALYTICS

Empowering faster and more fluid decision-making

Driving operational efficiency is more challenging than ever. Staff shortages, information silos and new care delivery models contribute to significant complexity across the care continuum. In addition, operational leaders are inundated with vast amounts of data—most of it hard to consume, not actionable, and impactful on the ability to drive change. Enter SynapseIQ[®] Enterprise Analytics, a powerful solution that delivers timely, actionable insight and system-wide visibility to your staff. The results include increased accountability, a dramatic reduction in operating costs and an increase in overall system performance.

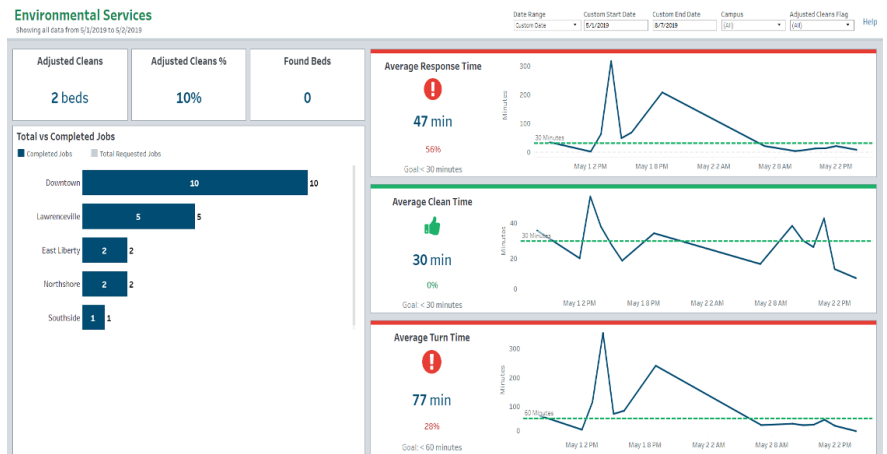
Optimize Operations by Leveraging Our 30 Years of Patient Flow Expertise

Our operational solutions create a tremendous amount of data. Consuming the data, knowing what to measure and how your operations should be tracking can seem like an impossible challenge for an already overworked and overburdened staff.

TeleTracking has been improving health-care operations for nearly three decades, and as a result, we have developed a series of best practices to help transform operations across the care continuum. Those best practices and expertise have been translated into a best-in-class reporting package designed to facilitate operational improvement, help your teams track the metrics that matter most, and can be customized based on your organization's needs.

Our best practices can help you answer:

- ▶ The percentage of discharges before 11 am and before 2 pm.
- ▶ The overall turn-time and transport time for EVS and Transport teams.
- ▶ The total hold time for internal transfers.



Environment Services (EVS) Dynamic Report - Analyst View



Transfer Center Inbound Dynamic Report - Analyst View

True operational visibility across the care continuum

Operate More Cohesively with Shared Situational Awareness

In addition to historical reporting, SynapseIQ Enterprise Analytics provides a timely view of operations across a health system—allowing teams to make critical patient care decisions in the moment. A standard content package comprised of dashboards and reports optimized for analysts, command center staff, the staff at daily huddles and the executive team ensures your entire organization is consuming the same data. This common operating picture makes it possible for teams to collaborate more effectively and gives them the advantage of speed in high-pressure situations. With the visibility SynapseIQ Enterprise Analytics delivers, teams can at-a-glance prioritize incoming transfers and manage capacity in the moment—empowering them to effectively load-balance resources across the system.

With SynapseIQ Enterprise Analytics, you can set thresholds for each data element to instantaneously know if you are above or below your targets—making it possible to take immediate corrective action. In addition, mobile capabilities allow your teams to monitor operational performance on-the-go, so they can spend more time with patients and less time tethered to a computer.

Reduce Siloed Decision-Making with System-Wide Visibility

To truly get the most out of your TeleTracking solutions, you need a common connection, or foundational layer, that fuses the data to provide a holistic view of patients accessing your health system, patients in your system, patients pending discharge and patients entering post-acute facilities.

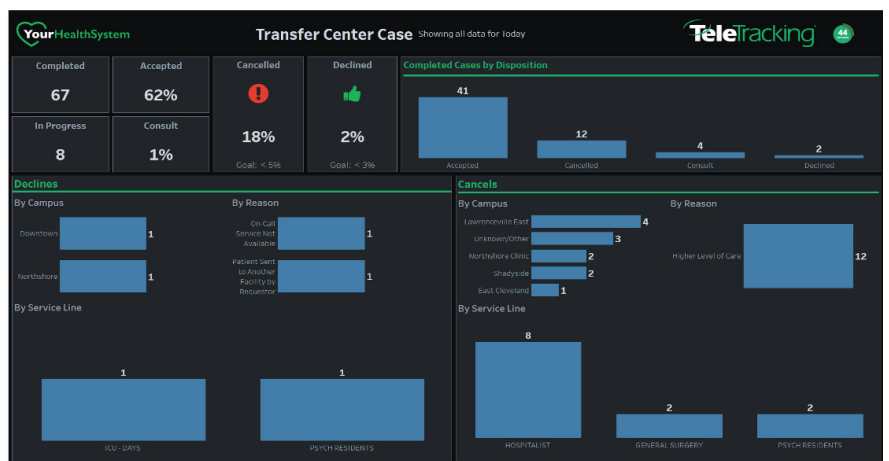
As an organization scales, the need for visibility across a system becomes even more crucial. SynapseIQ Enterprise Analytics helps teams understand the full picture, identify workflow silos that may be impacting other departments and quickly determine if issues are systemic or site-specific. Enterprise transparency, with dashboard data that refreshes automatically, allows operational leaders to standardize processes, benchmark against departments, and manage global performance initiatives over time.



Area of Opportunity Executive Dashboard



Enterprise Transport Performance Dashboard - Command Center View



Enterprise Transfer Center Dashboard - Command Center View

Extensive drill-down capabilities help staff identify the root cause of operational inefficiencies

Identify Workflow Bottlenecks with Greater Precision

With SynapseIQ Enterprise Analytics, operational data is presented in an easy to consume format with the ability to drill down for deeper analysis. Extensive drill down configurations deliver unprecedented visibility from the enterprise down to the individual patient or employee, giving staff the precise insight they need to optimize resources, drive accountability, and celebrate the successes of exemplary staff. For example, if you are missing your total enterprise bed clean time by 32 minutes, SynapseIQ Enterprise Analytics can help you quickly identify that the EVS team on 4 West is the source of the problem.

Furthermore, fully customizable content, state-of-the-art visualizations, subscription reports and data export capabilities give

your health system unparalleled flexibility and offer a more personalized experience. For front-line staff, SynapseIQ Enterprise Analytics permits self-service reporting, and with structured easily accessible data, analysts can quickly and easily conduct ad-hoc analyses. The easy-to-use tool allows for quick onboarding of your staff with minimal disruption to daily responsibilities.

SynapseIQ Enterprise Analytics Scales with Your Organization

No more time-consuming implementations with substantial investments from IT teams. As your organization expands with the addition of new facilities, so does SynapseIQ Enterprise Analytics.

Cloud hosting also eliminates onsite maintenance costs and required IT resources to support the system, and

greatly speeds access to new features and updates. Smaller, more consumable updates are pushed more frequently which helps you innovate faster, without disrupting your team's everyday workflows.

Identify Revenue and Growth Opportunities for your Organization

SynapseIQ Enterprise Analytics not only supports front-line staff, but executives as well. With the intelligence from SynapseIQ Enterprise Analytics, C-suite executives can identify new business opportunities, make data-driven decisions around the addition of new services lines, and institute measures to prevent system leakage—all necessary initiatives to drive revenue opportunities and system growth.

Technology Requirements

To realize the benefits of SynapseIQ Enterprise Analytics, you'll need a compatible version of our operational products including Capacity Management Suite™ 3.4+, TransferCenter™ 3.5.2+ and TransferCenterIQ™ 18.4+.

Features Overview		Core Reports	SynapseIQ Enterprise Analytics
Standard Content	Interactive reports	✓	✓
	Command Center dashboards	-	✓
Reports	Tabular reports	✓	✓
	Graphical reports	-	✓
	Custom report builder	-	✓
	Customizable visualizations	-	✓
	State-of-the-art visualizations	-	✓
	Drill down analysis	-	✓
Information	Customizable metrics	-	✓
	Financial impact metrics	-	✓
	Best practice metrics	-	✓
	Employee metrics	-	✓
Accessibility	Mobile capabilities	-	✓
	Data-driven alerts	-	✓
	Subscription reports	-	✓
	In-application communication	-	✓

This is just the beginning...

The SynapseIQ data platform will evolve over time to include predictive and prescriptive capabilities and third-party data integrations—enabling true organizational transformation and more holistic patient care.

ENHANCED FEATURES

Realize the full value of your TeleTracking solutions with unprecedented visibility from SynapseIQ® Enterprise Analytics

IMPROVED CAPACITY MANAGEMENT & QUALITY OF CARE

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

REDUCED COST & WORKFORCE EFFICIENCY

50,000 more transport jobs annually with five fewer full-time employees, transport times reduced by 10 minutes per job	12.9% reduction in cost per adjusted discharge	Room turnaround times decreased by 172 minutes
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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 operational 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 health system command centers across the United States and United Kingdom. Named one of Becker's "Great Places to Work" in 2017 and 2018, a Pittsburgh Business Times "Corporate Citizenship Award" winner and a Pittsburgh Technology Council Tech 50 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.