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SETTING THE
BAR FOR
SUCCESS
IN ACTION

AT THE SPEED OF NEED

West Tennessee Healthcare is a public, not-for-profit, seven hospital, 1,237 bed healthcare system, providing care to half a million people, living across 9,000 square miles of West Tennessee.



CHALLENGE

Like most health systems across the country, West Tennessee Healthcare was taking proactive measures to prepare for the influx of patients due to the COVID-19 pandemic. They knew that real-time visibility into capacity and equipment, such as med/surg rooms, ICU rooms, negative pressure rooms and ventilators, was critical.

Only one West Tennessee Healthcare hospital, Jackson-Madison County General, was utilizing TeleTracking to provide a compre-

hensive view of bed status, improve bed turn times, automate patient placement, streamline patient transport, and manage care progression and discharge planning.

To manage a large influx of patients, West Tennessee Healthcare needed a solution that would provide critical day-to-day operational decision support and support the regulatory reporting requirements for local, state, and federal agencies.



ACTION

A remote and rapid deployment of TeleTracking's SynapselQ® Enterprise and Capacity Management Suite™ solutions occurred in just under two weeks across the remaining West Tennessee Healthcare hospitals. The goal was to address the immediate crisis requirements, as well as the more strategic, long-term patient flow challenges related to patient access, leakage to systems in Nashville and Memphis, and

system-wide adoption of process and best practices.

TeleTracking assembled a project scope and outlined deliverables to remotely implement, configure and train a select number of staff over the course of a few days. And because these are cloud-based solutions, they were deployed without disrupting operations.

And, in response to the pandemic, TeleTracking released an enterprise capacity, census and epidemiology dashboard to its clients providing real-time information related to patient census, bed availability, COVID-19 patients, patients in need of ventilation, capacity of specialized treatment areas, and patients by age, among other metrics that West Tennessee Healthcare relied on to make decisions.



RESULTS

SynapselQ® was deployed in less than two weeks, providing visibility into 1,237 beds across seven campuses at West Tennessee Healthcare.

“It’s unfortunate that this pandemic was the catalyst to operational transformation, but it is all the more reason to ensure that no patient waits for the care that they need,” says Scott Krodel, CIO, West Tennessee Healthcare.