

# CAPACITY MANAGEMENT AND PATIENT FLOW AUTOMATION

Managing capacity and coordinating patient care is one of the most significant challenges facing the NHS today. TeleTracking's proven solution is used in over 1,100 hospitals and health systems around the world to improve patient throughput, reduce patient waiting times, decrease A&E overcrowding and improve access to care.

## Change is Needed

- ▶ Hospital providers still predominantly rely on outdated and paper-based processes to manage beds
- ▶ It's still difficult to get an accurate real time picture of available bed capacity
- ▶ "Hidden" delays between inpatient admission block capacity
- ▶ Demand for beds is rising
- ▶ There are inadequate tools to help staff manage patient flow and capacity problems
- ▶ Wasted clinical time, frustrated staff, poor patient experience and hidden inefficiencies

## Working Across the Care Continuum (Home to Home)

TeleTracking's Capacity Management and Patient Flow software is a hospital-wide solution that significantly improves patient throughput and resource utilisation and unlocks latent capacity across your organisation. The result is reduced length of stay, reduced waiting in all care areas, and increased efficiency throughout your Trust.

The solution is designed to support nurses and managers around patient throughput, providing visibility to current and projected bed capacity across your organisation, and automates routine tasks.



## Patient Throughput and Quality Care

TeleTracking's Capacity Management and Patient Flow software supports stakeholders responsible for patient throughput and quality care, including:

- ▶ Senior Responsible Managers
- ▶ Bed and site management teams
- ▶ Domestic and House-keeping teams
- ▶ Portering Services
- ▶ Wards and departmental areas

In many hospitals, these teams have little visibility to one another's work. They often do not have the tools they need to plan and collectively prioritise work based on real-time and projected patient demand.

TeleTracking helps these teams work together improving performance, reliability, and accountability of patient flow data to:

- ▶ Significantly increase efficiency and utilisation of beds across your hospital or health system
- ▶ Reduce the time patients wait for admission
- ▶ Reduce Length of Stay and minimise waiting times in all inpatient areas
- ▶ Improve discharge efficiency and bed turnover — from bed becoming vacant to being occupied again
- ▶ Align patient flow stakeholders and automates routine work
- ▶ Provide trust-wide visibility to current and projected capacity

# ALIGNED, HIGH-PERFORMANCE TEAMS

## Bed and Site Management Teams

For Bed Management teams, TeleTracking's Capacity Management and Patient Flow software 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 A&E, Recovery, Cath Lab, and internal and external transfers.

It also provides a comprehensive view of bed status in each ward and unit, throughout a facility and across a health system. Bed and site management staff can plan ahead to ensure available capacity for predicted demand.

## Domestic and House Keeping Services

It automates Domestic Bed Cleaning notifications upon patient discharge or

transfer, enabling beds to be turned with maximum efficiency, and freeing nurses from a routine administrative task. Staff can pre-schedule portering requests and see progress in real time, so department schedules run on time.

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

In addition, rich reporting features shows staff performance and volume trends, enhancing accountability and staffing decisions.

## Portering Services

TeleTracking's Capacity Management and Patient Flow software optimises efficiency by using intelligent and configurable dispatch logic to assign all portering requests.

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

## Nursing Wards and Departments

TeleTracking's software provides nurses with at-a-glance visibility to bed and patient status via electronic nursing boards. Staff can quickly view and update patient attributes such as core measures, fall risk, isolation precautions, and dietary restrictions.

Nurses, case managers, and other staff can easily see and manage care progress and discharge tasks, without having to dig into individual patient records and multiple IT systems. This shared visibility to discharge plans, needs, and gaps is a powerful tool to reduce Length of Stay.

## Hospital and System Wide Visibility Across All Your Sites

It starts with visibility. TeleTracking's solution helps centralise patient flow and bed management, allowing staff to see available beds across your hospital as part of a comprehensive, system-wide picture of your current capacity. This helps your teams load-balance—improving utilisation at smaller sites while decompressing your major units and sites.



# IMPROVE DISCHARGE EFFICIENCY THROUGH AUTOMATION

Historically, bed availability has been driven by the manual updating a discharge in an ADT system like a Patient-Administration-System and nurse-facilitated discharge notifications. This method is flawed as the update activity often does not occur until hours after the patient has truly vacated.

By leveraging TeleTracking's Capacity Management and Patient flow solution set in conjunction with TeleTracking's Real Time Locating Services (RTLS) enhanced solution, the system receives a real-time trigger to change a discharged patient's

assigned bed to unoccupied when the discharge process has been initiated and they leave the facility.

This real-time trigger can set off automated workflow processes and informs Domestic House-Keeping staff that the bed is ready for cleaning, making a bed available faster for an incoming patient.

With RTLS, the cleaning of 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.

## KEY BENEFITS

Reduce lost bedtime by making beds available more rapidly

Improve capacity without adding a single bed

Opportunity for increased admissions from improved optimisation of existing capacity

# MOBILE APPLICATIONS FOR TELETRACKING'S CAPACITY MANAGEMENT AND PATIENT FLOW SOLUTION SET

Whether you are responsible for achieving your organisation's key operational metrics, supervising a nursing ward, cleaning beds or portering patients, TeleTracking's role-based apps extend the use of TeleTracking's core solution set to your workforce in real-time. Equipped with the capability to drive workflows and provide real-time visibility into hospital operations, enabling staff to perform their jobs while on-the-go. Now, staff can monitor changing conditions, execute transport assignments, communicate to other care teams, or adjust hospital operations.

## MOBILE CAPABILITIES BY ROLE



**TeleTracking's Executive™ App** Executives get an at-a-glance view of the hospital or hospitals based on pre-defined metrics such as hospital census, across each facility. 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's Nurse™ App** Designed to meet the diverse needs of nursing staff. Whether you are a charge nurse responsible for managing unit-level patient flow or a bedside nurse responsible for direct patient care, the nurse mobile app provides visibility into patient details and bed statuses, delivering real-time alerts to improve care delivery.



**TeleTracking's Patient Flow Manager™ App** Alleviate 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.



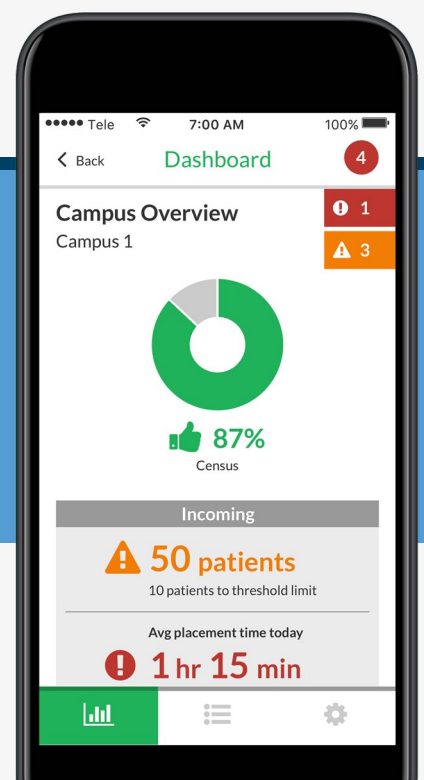
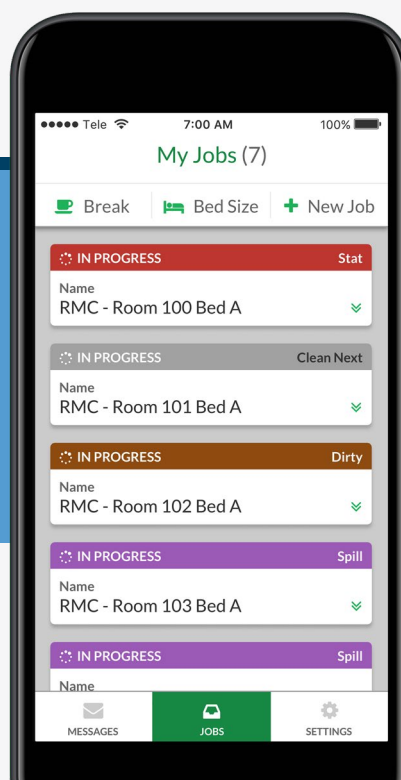
**TeleTracking's Bed Cleaning (Domestics and Cleaning) App** Domestic staff have a real-time view of assigned work – with the ability to create and receive jobs in real-time. Now domestic staff are empowered to prioritise and manage their workloads leading to more efficient patient care.



**TeleTracking's Transporter™ (Portering) App** Front-line staff have 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 and increase access to information and improve communication. TeleTracking's simple, intuitive dashboards provide at-a-glance insights with the ability to drill down for further analysis.

\*Secure messaging integration is currently available for the Executive and Patient Flow Manager mobile apps.



## IMPROVED OPERATIONAL PERFORMANCE & QUALITY OF CARE

<b>59%</b> reduction in patient throughput time	<b>70%</b> reduction in A&E wait time	<b>1.39</b> days reduction in length of stay
	<b>NO diversion</b>	<b>100%</b> reduction in 30-day readmission rates (core measure compliance)
<b>10,434</b> patient days gained annually		

## REDUCED COST & WORKFORCE EFFICIENCY

<b>50,000</b> more portering jobs annually with five fewer full-time employees	Portering job times reduced by <b>10</b> minutes per job	Room turnaround times decreased by <b>172</b> minutes
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