

SynapseIQ™

You don't need more data, you need the right data

Driving operational efficiency is more challenging than ever. Staff shortages, lack of EMR integration across a health system, and new reimbursement paradigms 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 and not actionable — impacting the ability to drive change. This is why TeleTracking offers SynapseIQ, a powerful analytics solution that enables data-driven decisions by providing actionable insights through highly customizable, interactive dashboards and dynamic reports.

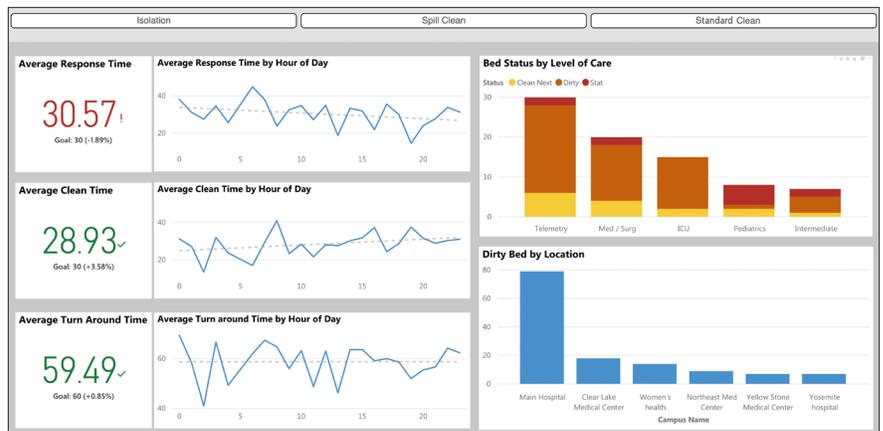
Leveraging Nearly 30 Years of Operational Expertise

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.

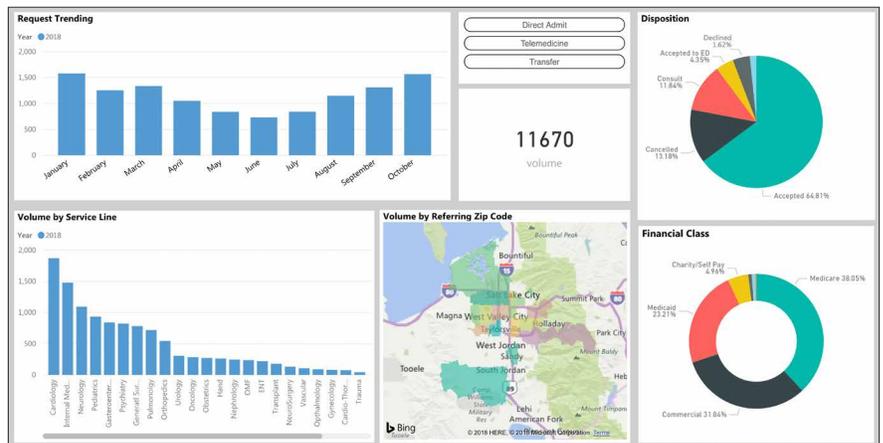
TeleTracking has been improving health-care operations for nearly three decades, and as a result, we have developed a series of best practices to help transform operations across the care continuum. Those best practices, now infused into SynapseIQ, will help you track the metrics that matter most and can be customized based on your organization's needs.

For example, our best practices can help you answer:

- ▶ The percentage of discharges before 11 am and before 2 pm.
- ▶ The overall transport time for EVS and Transport teams.
- ▶ The total hold time for internal transfers.
- ▶ The optimal time to accept patients being transferred.



Environmental Services (EVS) View



Enterprise Inbound View

Dashboard visuals are subject to change and are meant to illustrate the types of data represented in SynapseIQ.

Dynamic reports and dashboards enable effective collaboration and communication across the care continuum

Real-Time and Shared Situational Awareness

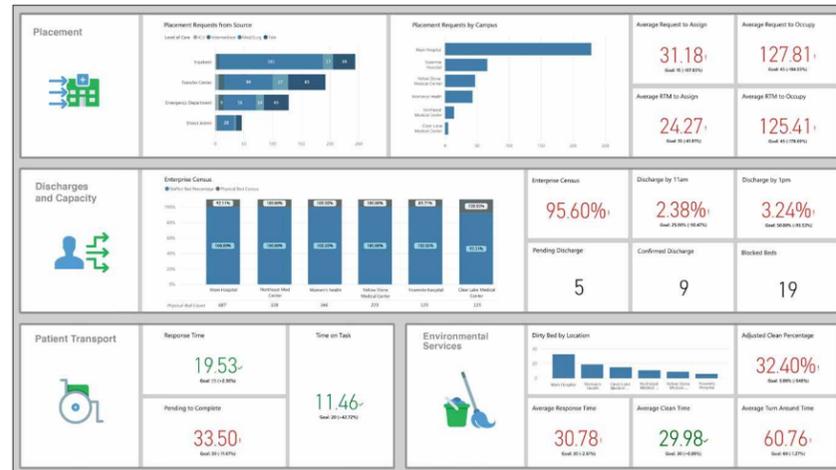
In addition to historical reporting, SynapseIQ provides a real-time view and a shared understanding of your healthcare operations—allowing your team to make critical decisions impacting patient care and the overall financial health of your organization. Interactive dashboards in SynapseIQ allow teams to prioritize incoming transfers and manage capacity in the moment, empowering them to effectively load-balance across the system.

With SynapseIQ, 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 view operational performance on-the-go, so that they can spend more time with patients and less time tethered to a computer.

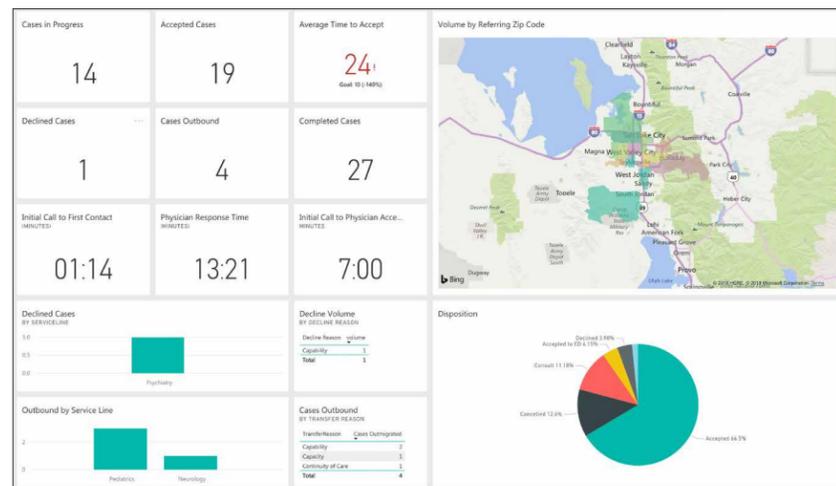
Enterprise Visibility

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 system, patients in your system, patients pending discharge and patients entering post-acute facilities.

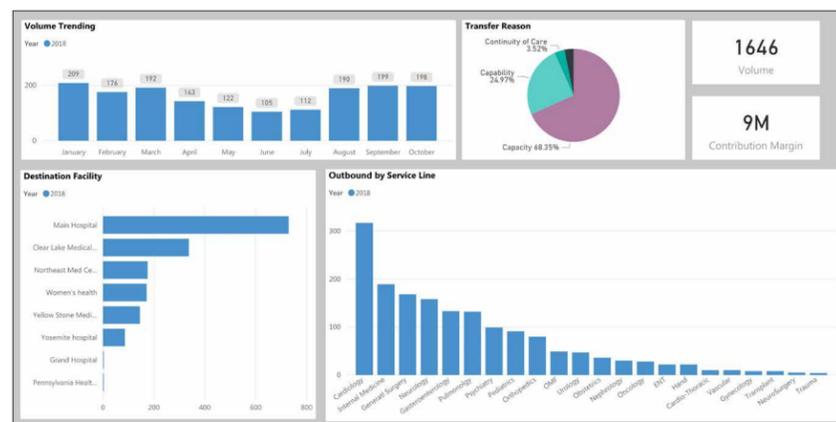
As an organization scales, the need for visibility across an enterprise becomes even more crucial. SynapseIQ helps teams understand the full picture and easily identify workflow silos that may be impacting other departments. Enterprise transparency, with dashboard data that refreshes automatically, allows operational leaders to implement process standardization, develop departmental benchmarking, and manage global performance initiatives over time.



Enterprise Dashboard



Transfer Center Dashboard



Enterprise Outbound View

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The drill down capabilities of SynapseIQ help identify the root cause of operational inefficiencies

The Right Level of Detail

With SynapseIQ, operational data is presented in an easy to consume format with the ability to drill down for deeper analysis. Drill down configurations illuminate bottlenecks that may be impacting operations. For example, if you are missing your total enterprise bed clean time by 32 minutes, SynapseIQ can help quickly identify that the EVS team on 4 West is the source of the problem.

Furthermore, customizing report filters, creating advanced visualizations, and exporting data have never been easier. SynapseIQ permits self-service reporting, custom threshold settings, and subscription options for a more personalized experience.

The easy-to-use tool allows for quick onboarding of your analysts with minimal disruption to daily responsibilities.

SynapseIQ Scales with You

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

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.

More Than a Solution — TeleTracking's Patient Flow Expertise

TeleTracking knows that an application or technical solution is only as good as what you do with it. We provide professional and advisory services—leveraging our three decades of experience in improving health system operational performance—to provide Advanced Report Training and On-Demand Business Intelligence Support.

Technology Requirements

To realize the benefits of this analytics solution, you'll need TeleTracking's Capacity Management™ Suite version 3.4+, TransferCenter™ version 3.5.2+, TransferCenter IQ 18.4+.

Features Overview		Core Reports	SynapseIQ
Reports	Historical reporting	✓	✓
	Real-time reporting	—	✓
Interact	Tabular reports	✓	✓
	Download data	✓	✓
	Graphical reports	—	✓
	Custom report builder	—	✓
	Cross-platform analytics	—	✓
	Customizable visualizations	—	✓
Information	Schedule email reports	—	✓
	Customizable Metrics	—	✓
	Financial Impact Metrics	—	✓
	Best Practice Metrics	—	✓
Accessibility	Mobile Capabilities	—	✓
	Data-driven email alerts	—	✓

This is just the beginning... As the foundational analytics solution for TeleTracking, SynapseIQ will evolve over time to include advanced capabilities enabling true transformation within your organization.

Enhanced Features

Interested in learning how SynapselQ™ can help you achieve your business goals?

Schedule an in-depth product demonstration with your TeleTracking representative today, or contact us at info@teletracking.com or **800-331-3603**.

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.

