

# TELETRACKING SERVICES

## Stop Waiting for the Change you Need

Every year millions of patients access health systems across the world, but many receive suboptimal care — or none at all — due to operational inefficiencies. Over 4 million patients leave before being seen by a healthcare professional — or spend hours waiting for a bed. As health systems vie for market share in an increasingly turbulent market, healthcare leaders are under extreme pressure to improve the patient experience with finite resources. The TeleTracking Services team understands the challenges facing leaders today. And, we have expertise removing operational complexities by operationalizing best practices, so that you can focus on what matters most — delivering the care your patients need.

### Unparalleled Expertise

Driving sustainable and meaningful change in healthcare can seem like a daunting task. We know. Our team of experts understand the challenges you face because they have stood in your shoes. TeleTracking's Services team is comprised of more than 100 former clinicians, operational leaders, IT experts, and change masters who have been optimizing healthcare operations for nearly three decades. We share your noble mission, and we want to help you achieve it.

### We Are Not Just Another Consulting Firm

Consultants are notorious for working exclusively with the C-suite and enforcing change through a top-down approach—creating a disconnect between executives and front-line staff. Our team engages with every member of your health system, from the front-line to the C-suite to ensure each member of your organization understands their unique role in improving operations.



### Maximize Your Investment

Most companies either deliver high-level strategy or help with tactical execution, which can leave the journey to outcomes disjointed. TeleTracking sets the strategy with leadership, works in lock-step with your front-line staff to execute against best practices, all while helping your team track the metrics that matter most.

## We do more than just implement technology

As your partner, TeleTracking works with you to understand organizational goals, what areas of opportunity exist, and what capabilities you are trying to gain.

Equipped with this knowledge, our experts choose a series of operational guiding principles or 'best practices' for your organization to adopt. These best practices were born from our nearly 3 decades of experience optimizing healthcare operations and are the tool we execute against to drive outcomes.

By understanding your business inside and out, we build a customized roadmap that helps your team adopt best practices and achieve results in a cadenced and attainable manner.

Whether your goals are tactical, such as reducing ED boarding, or more strategic, like improving the patient experience and increasing market share, we can put a plan in place to help you reach them.

### TeleTracking can help you:

- ▶ Reduce ED boarding
- ▶ Reduce Left Without Being Seen (LWBS)
- ▶ Reduce Length of Stay
- ▶ Reduce Diversions
- ▶ Centralize Patient Placement
- ▶ Increase Discharge Efficiency
- ▶ Increase Market Share
- ▶ Improve the Patient Experience

## To ensure your teams adopt best practices and drive outcomes, we focus on four areas within your organization



### Organizational Strategy

Large scale change can be hard to sustain at complex organizations. Setting up the necessary infrastructure at inception and throughout the engagement helps us successfully execute the details in the future. We align corporate goals to performance goals, ensure executive buy-in, build out change management infrastructure, provision a corporate governance committee and educate the broader team on "the science of patient flow".



### People & Process

To ensure that patients entering your system are placed in the right bed the first time requires the right people and the right process. Our specialists evaluate your current processes, identify gaps, design new workflows in accordance with our best practices, align staff to supporting roles and clarify responsibilities amongst the broader team to ensure a cohesive adoption of best practices.



### Technology

New technology roll-outs can feel complex but they don't have to be. We partner with your IT teams, conduct a thorough technological assessment, identify additional hardware or IT capital purchases and determine hosting needs. During installation, we provision the software, validate the solutions, and integrate with EMR and other ancillary systems to ensure interoperability across your enterprise.



### Data & Insights

Championing a 'better never stops' philosophy requires a strong understanding of your organizational data. We build out the analytical architecture, carve channels for data collection, build executive scorecards, groom data analysts to become data experts, and help you track the metrics that matter to give you the insight to break down organizational barriers and achieve business goals.

## ACHIEVE™ is our methodology for outcomes

Like most large-scale initiatives, the creation of new capabilities and the realization of outcomes requires a methodical, step-by-step approach. ACHIEVE is the method we use to institute change and help your organization adopt best practices.

### ALIGN: Creating a shared vision of success

We work with you to define operational goals, prepare your organization for change and calculate a baseline for growth. After a thorough assessment of your organization, we determine the best practices to be adopted and build out a capability roadmap to be executed throughout the engagement.

### EQUIP: Executing your capability roadmap

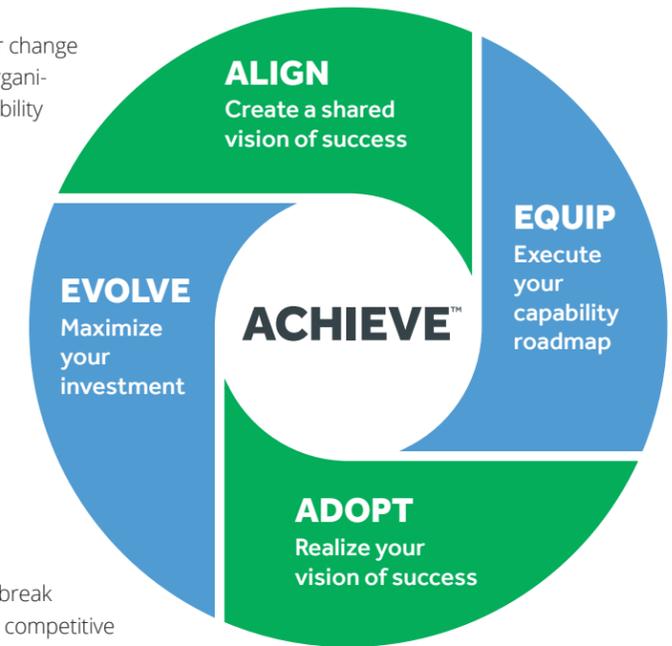
During this phase, operational workflows are designed, and software is installed and validated. With oversight from the corporate governance committee, we train your teams to execute on the first set of best practices to ensure a successful go-live.

### ADOPT: Optimizing and realizing your vision of success

To build compliance with best practices, we optimize processes and technologies and monitor key metrics. We then put a plan in place to help you adopt those best practices that you are challenged to meet.

### EVOLVE: Invoking a "better never stops" philosophy

Revisiting your roadmap, identifying what's next and partnering with you to break down organizational barriers ensures that your organization evolves to stay competitive in the market and helps you maximize your investment with us over time.



## What kind of partnership are you looking for?

- 1 We equip your teams with the right tools and training to adopt best practices, and help you gain new capabilities during go-live.
- 2 We empower your teams to drive change by giving them the confidence and know-how to drive outcomes and gain new capabilities during and after go-live.
- 3 As your strategic partner, we ingrain ourselves into your organization and transform your hospital operations. We help you mature operational capabilities during and after go-live and break down strategic barriers to help you evolve and stay competitive in the market.

## Interested in learning how TeleTracking can help you achieve outcomes?

Contact your TeleTracking representative today, or contact us at [info@teletracking.com](mailto:info@teletracking.com) or 800-331-3603.

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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 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.



The Times Building | 336 Fourth Avenue | Pittsburgh, PA 15222 | 800.331.3603 | [teletracking.com](http://teletracking.com)