

Case Study

Helping the Largest Health System in the United States Increase Patient Volume, Improve Acceptance Rates, and Manage Capacity at Scale.

Challenge

The largest for-profit operator of health care facilities in the U.S. relied on a fragmented set of technologies to manage operations, patient transfers, and placement workflows that was becoming increasingly unsustainable. The solutions in place did not support an integrated end-to-end workflow for transfers or bed management, and there was no source of truth for staffed bed capacity for daily operational use or emergency response. In addition, the ability to accept inbound transfers had diminished due to poor integration and limited bed visibility.

Solution

To solve for this, leadership sought a solution to create operational efficiencies, quality patient experience, economies of scale, and financial resiliency.

Under a corporate strategic initiative, the leadership team focused on integrating technology and leveraging shared services across the enterprise. The result was the launch of a new Technology Optimization Program which included:

- The creation of a Program Governance Committee comprising of representatives from across the enterprise, including corporate and executive hospital leadership
- The implementation of TeleTracking's Operations IQ Platform across all 14 health system divisions
- A standardization and integration of technology across the enterprise and all Transfer Centers and acute care facilities
- A standardization of Transfer Center documentation across all divisions to create continuity in reporting
- The development of standard guidelines implemented across all hospitals and Transfer Centers
- Leveraging TeleTracking's Data and Analytics solution to deliver reports and dashboards to facilitate proactive decision making at the unit, hospital or enterprise level

Results

Since partnering with TeleTracking in 2021, the organization has managed 11,038,993 patient interactions on TeleTracking's Operations IQ Platform with the following success:

135 %
increase in transfer volume
over a period of one year

70 %
acceptance rate for
patient transfers

\$3.9 B
in financial impact*

6,800 +
increase in available bed days

17,000 +
additional potential admissions from
capacity created by improved bed turns

10 %
improvement in patient transport times

*Assumes \$5,000 contribution margin per admission

Lessons Learned



Develop a standard operating model, including common nomenclature and processes, to ensure a unified strategy across all stakeholders



Hospital Chief Medical Officer and physician leader engagement can drive improved physician admission and discharge behaviors



Streamlined workflows throughout the entire transfer center process will enable greater productivity and decrease staff frustration



Structured data collection builds a shared situational awareness across teams and can be used to accurately measure success of clinical and operational improvements

Client Overview

As one of the nation's leading providers of healthcare services, the organization is comprised of more than 100 hospitals and 2,300+ sites of care in 20 U.S. states and the United Kingdom. In addition to hospitals, sites of care include surgery centers, freestanding ERs, urgent care centers, diagnostic and imaging centers, walk-in clinics, and physician clinics. As a learning health system, data is analyzed from more than 37 million patient encounters each year. This data helps develop technologies and best practices that improve patient care and the organization's operations. The learnings are also shared with the larger healthcare community and government agencies to improve care globally.

Operational Platform: TeleTracking

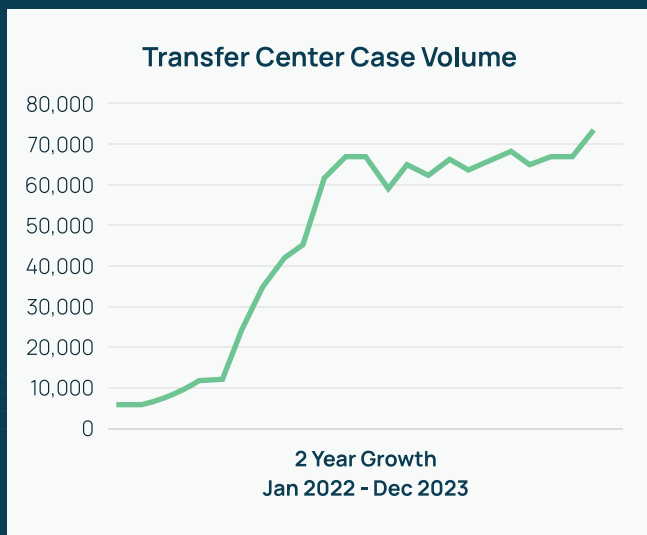
EMR: Meditech, Cerner, and EPIC

Total Hospitals: 100+

TeleTracking Partner Since: 2021

Contact Us

Learn how TeleTracking can help your health system expand the capacity to care at [TeleTracking.com](https://www.teletracking.com)



The strong fundamentals we saw in our business this past year continued into the first quarter of 2024. This momentum generated strong financial results that were driven primarily by broad-based volume growth.

CEO, Q1 2024 Earnings Call
Becker's Hospital Review