



## Case Study



# Florida Acute Care Community Hospital Saves More Than \$17K and 350 Hours in Bed Turnover Time in a Single Month After Adopting PatientTracking: AutoDischarge™ Technology

## 210-Bed Facility Creates Technology-Driven Centralized Patient Flow & Operations Visibility Center

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For a number of years, a Florida-based 210 bed acute care community hospital, had struggled with a range of patient flow and bed turnover management inefficiencies, significantly impacting care capacity. Their leadership team was able to pinpoint the causes of the inefficiencies to the decentralized nature of the hospital's logistics operations and lack of information sharing and communications on patient status between hospital floors and departments. Given its critical role serving acute and chronically ill patients in its community, the hospital knew that continuing to operate with these existing inefficiencies would be unsustainable.

### Mapping a New Centralization Strategy

Years earlier, the hospital made the decision to implement TeleTracking's Capacity Management Suite (CMS) solution to better manage available bed capacity for incoming patients. In 2015, the hospital brought in the TeleTracking team again to do a full gaps analysis of their IT systems and software controlling operations. As a result of that analysis, the facility determined that they had opportunities to improve blind spots in their system around how patients moved through their hospital once admitted and how that movement might affect their care journey. The hospital's decentralized operations structure needed to be changed, how CMS could be better optimized needed to be determined, and more technology solutions to address remaining operational deficiencies were necessary.

Three years later, in 2018, led by their Executive Director of Information Governance, the leadership team was ready to begin implementing the plan of transitioning the hospital from a decentralized to a centralized "mission control" logistics operating model, which would be anchored around the creation of a Command Center that was powered by a range of operations management software technologies and platforms. Of particular importance to the success of the new centralization strategy would be on making the patient discharge process "smarter."

## Making PatientTracking: AutoDischarge™ a Reality

To support the creation of a centralized command center-type operating model, the hospital decided to implement TeleTracking's Real-Time Location System™ (RTLS) solution to complement and optimize the CMS solution which was already being utilized to better track flows of patients, staff, and other assets. The plan would include the implementation of the full RTLS solution - AssetTracking™ Clinical Workflow Suite® (CWS), StaffTracking™ and PatientTracking: AutoDischarge™, but would be in stages. The institution initially implemented AssetTracking™. Following AssetTracking™, they initiated the first phase of PatientTracking: AutoDischarge™ for hospital inpatients only. After the hospital was able to complete the badging process for outpatients, they began realizing the full benefits of the TeleTracking PatientTracking: AutoDischarge™ technology, and soon after integrated CWS and StaffTracking™ into their new, centralized operating strategy.

Since the implementation of the full RTLS solution, the hospital has been able to successfully transform from a decentralized system and operationalize a centralized command center structure. The Center is powered by a comprehensive set of technologies and applications that give it an ongoing, full view for ways to maximize efficiencies of its patient access and bed management to patient and staffing flow and deployment to patient discharge processes. The facility's integration of PatientTracking: AutoDischarge™, supported by the other patient flow visibility enhancement pieces of TeleTracking's RTLS platform, has produced a number of new cost and time savings benchmark efficiencies that the hospital has never experienced. These include the following:



*"Within weeks after implementing TeleTracking's AutoDischarge system, we were seeing dramatic changes in our discharge efficiency numbers across the board", said the hospital's Executive Director of Information Governance. "Given our current operating environment, being able to accelerate bed turnovers and get new patients in beds at rates we've never before experienced, validates the impact this technology can have on a hospital's outlook in the short and over the longer term."*

**-Executive Director of Information Governance**

## Molding the Hospital into a Catalyst for Expanding Care Capacity & Outcomes Within and Beyond Its Community

Today, the hospital has been able to leverage TeleTracking's PatientTracking: AutoDischarge™ technology across its facility. That has continued to enable the hospital to reach new milestones in getting patients discharged efficiently after receiving optimal acute care for their conditions.

"As critical as centralizing our operations was from both a patient care outcome as well as a revenue sustainability perspective, digitalizing that centralization process with robust, best-in-class healthcare operations-focused technology was mandatory to helping us achieve new benchmarks in getting patients in beds to getting them released in a timely and safe way from our hospital", said its Executive Director of Information Governance. "We are continuing to work closely with TeleTracking to expand not only the effectiveness of our centralized patient management model, but also optimize how the technology embedded in our model can be used to achieve improved patient care outcomes outside our hospital, within our community, and beyond."



TeleTracking is an integrated healthcare operations platform that is Expanding the Capacity to Care™ by combining comprehensive technology solutions with clinical expertise to optimize access to care, streamline care delivery and connect transitions of care. We understand that for every hour a patient waits for care they face objectively worse outcomes; so our mission is simple, to ensure that no one waits for the care they need.

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