

**With Capacity IQ® you can:**

- Improve discharge efficiency & reduce bed turnover times
- Decrease wait times & minimize ED holds
- Visualize system capacity across units & project future demand
- Reduce LOS & minimize wait times in all inpatient areas
- Enhance workflow and productivity by automating manual tasks

# Capacity IQ®

Increase in Emergency Department visits, staff shortages and financial constraints are just a few of the reasons health systems need to proactively manage bed capacity and improve patient flow throughout the health system; from patient access to patient discharge and every step in between. With TeleTracking's Capacity IQ, organizations can optimize workflow, provide more timely care, improve patient satisfaction, and decrease overall length of stay, all while attracting more patients.

## Manage Patient Demand and Maximize Capacity

Project/Census	Physical Beds		Current Census		Projected Census (+3M)		Available Beds	PendID (+3M)	CostID (+3M)	Pwnt Cut (+3M)		Pwnt In (+3M)		Clean	Dirty	Blocked	
	Req	Avail	Req	Avail	Req	Avail				Req	Avail						
Enterprise	2482	116	5%	62	3%	2359	51	7	4	10	000	0	220	16	2168	217	24
Hospital 1	807	68	9%	16	2%	729	51	4	2	5	000	0	001	10	613	144	22
Hospital 2	275	2	1%	2	1%	273	0	0	0	0	000	0	000	0	227	48	0
Hospital 3	242	7	3%	7	3%	233	0	0	0	2	000	0	000	2	220	15	0
Hospital 4	179	7	4%	6	3%	171	0	0	1	1	000	0	001	1	169	3	0
Hospital 5	147	29	17%	27	16%	136	0	3	1	2	000	0	100	3	133	5	0
Hold	10	0	0%	0	0%	10	0	0	0	0	0	0	0	0	10	0	0
ICU	14	1	7%	1	7%	13	0	0	0	0	0	0	0	12	1	0	
Medical	43	14	33%	13	30%	29	0	1	1	1	0	0	1	1	29	0	0
Nursery	9	0	0%	0	0%	9	0	0	0	0	0	0	0	9	0	0	
Surgical	20	13	65%	13	65%	6	0	1	0	1	0	0	0	2	4	3	0
Tele	40	0	0%	0	0%	40	0	0	0	0	0	0	0	39	1	0	
Women's Svcs	31	1	3%	0	0%	30	0	1	0	0	0	0	0	30	0	0	
Hospital 6	121	3	3%	3	3%	116	0	0	0	0	000	0	000	0	116	1	2
Hospital 7	691	0	0%	1	0%	691	0	0	0	0	000	0	100	0	690	1	0

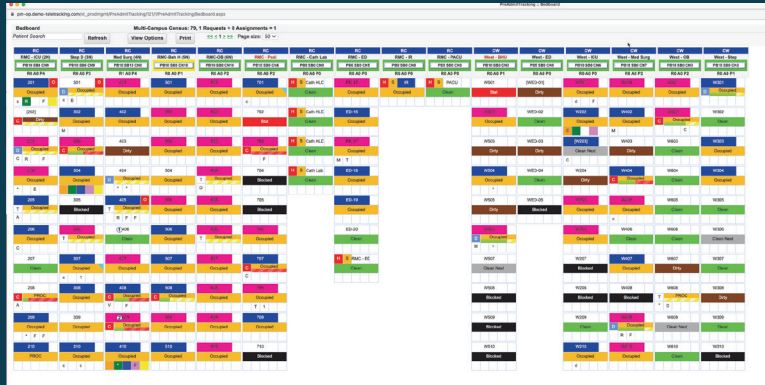
Capacity IQ is the industry leading operational platform to align caregivers, manage patient volume, and provide visibility to current and projected capacity across the entire health system. The cloud hosted, enterprise-wide solution significantly improves patient throughput and resource utilization while helping to unlock latent bed capacity. By reducing the reliance on health system IT resources, the cloud-hosted infrastructure greatly improves your speed-to-value with quicker implementations, regularly scheduled and managed version upgrades, and best-in-class system reliability.

With unparalleled visibility to projected census and demand from all patient intake areas, both internal and external, and a comprehensive view of bed status in each unit -- throughout a facility and across the health system -- placement staff can predict and plan capacity demands to ensure patients are placed in the right beds at the right times. With a truly cohesive interdepartmental workflow, bed requesters are able to indicate when a patient is ready to move, assign patients to specific beds, even with pending discharges, and indicate bed preferences ahead of time.

## Create Enterprise-Wide Visibility

It starts with visibility. TeleTracking's Capacity IQ: Visibility solution offers transparency to available beds across the entire health system, even smaller regional hospitals, creating a true, comprehensive, system-wide picture of current capacity. This visibility enables more efficient load-balance across the system —improving utilization at smaller facilities while helping to decompress flagship locations.

And, as small facilities expand, so too can Capacity IQ: Visibility, easily being converted to TeleTracking's full Capacity IQ solution.



The screenshot displays a multi-campus dashboard with a grid of data. The grid is organized by campus (e.g., Campus A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z) and includes columns for various units and beds. The data is color-coded, with green indicating available beds and red indicating occupied beds. The interface also includes a search bar, filters, and a sidebar with navigation options.

## Promote Visibility & Alignment Across Stakeholders

Capacity IQ coordinates all critical activities that impact patient flow with a complete set of workflow automation and visibility tools for patient placement, nursing, housekeeping and transport teams.



### Environmental Services

- Automate communications.
- Manage tasks such as daily, discharge, multi-stage and spill cleans.
- Track key metrics & employee performance.
- Improve bed turnover times & increase bed availability.

### Nursing Units

- Provide 'at-a-glance' visibility of bed & patient status with electronic nursing boards.
- Manage care progression & discharge milestones.
- Easily view & update patient attributes
- Create and monitor patient transport requests.

### Transport Services

- Pre-schedule transport requests for patients & equipment.
- View jobs & requests in real-time.
- Increase productivity and volume while improving response time and employee utilization.

## Automation Enabled Discharges

Bed capacity and utilization are often tied directly to discharge timing and efficiency, but visibility into scheduled discharges, when a bed is vacated and when it is actually cleaned, can be difficult.

Strategically managing the patient discharge process and bringing visibility to discharge performance provides care management and patient placement teams with the information

Bed	ST	Name	Age	Gen	Disch Timer	Missions	Obs Timer	Obs Type	CH	RTM @	RTM Timer	Obs @	Current Loc	Spec Loc	Assign To
K-3181	RM	Eric Smith	75	M											K-3181
K-3181	RM	Sue Armstrong	62	M											K-3181
K-3171	RM	Jen Wright	76	F			00:34					04/24 10:38			K-3171
K-3181	RM														
K-3191	RM														
K-3201	RM	John Dillon	66	M											K-3201
K-3211	RM	Sharon Marks	64	M	00:52							04/25 15:50			K-3211
K-3221	RM														
K-3231	RM														
K-3241	RM	Edgar Brown	74	M	00:27										K-3241
K-3251	RM											04/24 09:00			K-3251
K-3261	RM	Rachel Meeks	64	M											K-3261
K-3271	RM	Debbie Williams	49	F											K-3271
K-3281	RM														
K-3291	RM	Mark Evans	79	M		24:01						02/04 13:59			K-3291
K-3301	RM	Judy Clark	47	F	00:58										K-3301

they need to drive more timely discharges, help decrease length of stay and improve hospital capacity.

With proper utilization of discharge milestone prompts and leveraging the integration with TeleTracking's enabling automation solutions, users receive real-time triggers to change a discharged patient's assigned bed to unoccupied/dirty when the discharge process has been initiated and they leave the facility. EVS workflow processes activate immediately, initiating the bed cleaning process and making a bed available faster for an incoming patient.

## Mobile Applications for Capacity Management Suite

Whether you are responsible for achieving your health system's key operational metrics, supervising a nursing unit, cleaning beds or transporting patients, TeleTracking's role-based apps extend the use of Capacity IQ to your workforce in real-time. Equipped with the capability to drive workflows and provide real-time visibility into hospital operations, our mobile apps enable your staff to perform their jobs while on-the-go. TeleTracking has an app for every stakeholder in the patient flow continuum.



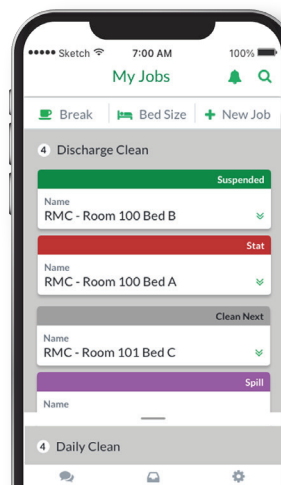
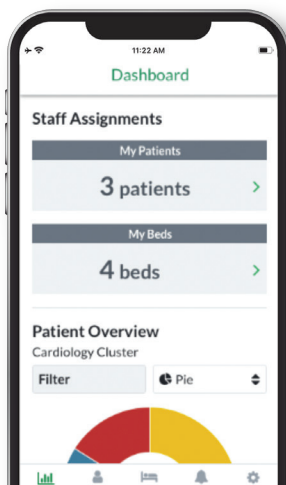
**TeleTracking Nurse™ App** -- Designed to meet the diverse needs of the nursing staff -- from charge nurses to bedside nurses -- users have immediate visibility into patient details and bed status, as well as real-time alerts to help improve patient care. They can also designate patients as 'ready-to-move' or indicate bed placement priorities.



**TeleTracking EVS™ App** -- Provides EVS staff the ability to create and receive jobs in real-time, empowering them to prioritize and manage their workloads remotely.



**TeleTracking Transporter™ App** -- Offers transport staff the ability to complete patient and item transport jobs and request assistance on-the-go.



## Achieve Operational Excellence with Capacity IQ

**<120 minutes**

from confirmed  
to actual discharge

**25% — 50%**

of discharges  
by 11:00AM

by 2:00PM

Room turnover in under  
**60 minutes**

Save up to

**3 minutes**

per transport with  
mobile applications

## Enable Real-Time Situational Awareness with Data IQ® Enterprise Analytics

With Data IQ® Enterprise Analytics, you'll have a clear, real-time look into performance across care settings. Pre-built standard reports and the ability to create custom dashboards gives you visibility you need to make actionable data-driven decisions.

With Data IQ's proven set of reports and dashboards, you can focus on setting and meeting benchmarks by:

- Visualizing and reporting data with interactive, user-friendly reports.
- Displaying standard content in strategic areas throughout the facility.
- Automatically delivering daily reports to key stakeholders across the organization.
- Seamlessly sending data from Capacity Management Suite to your own data warehouse.

### Patient Flow Dashboard

Identify bottlenecks across your enterprise with a clear view of operations across facilities, including patient placement, discharge, EVS and transport performance.

### Enterprise Census

Enable team leaders to see where in the facility they should prioritize discharges in addition to making appropriate staffing decisions across units.

### Transport & EVS Performance

Understand where to staff the appropriate number of transporters or EVS workers by looking at transport times and bed clean times across the enterprise.

### Standard and Custom Reporting

Data is not one-size-fits-all. With Data IQ you have access to a set of standard dashboards, reports, and templates, which can be manipulated to fit your needs. In addition, you can create your own custom dashboards specific to what your organization is trying to accomplish. If you need custom content, but don't have analysts available internally, we have a team available to help with our Data IQ Insights offering.

### Connect Data from Capacity IQ with the Rest of Your Enterprise

With Data IQ's Data Warehouse Connector you can extract cleaned, transformed and staged data from Capacity IQ to be combined with other data from across the enterprise, including staffing, financial, and clinical data.

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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