



Hospitals See Earlier Patient Discharges and Savings of Over \$6.25M with TeleTracking's Capacity IQ® AutoDischarge Technology

Hospitals Reduce Unnecessary Lengths of Stay, Improve Patient Experience & Nurse Workloads with Real-Time Operational Technology

After a three-year journey, patients at three affiliated hospitals are being discharged significantly faster than they were three years ago. Likewise, nurses and front-line staff are feeling less stress and burnout with visibility to patient flow and bed availability. Now, staff across the three hospitals have the tools to support automated, real-time bed discharge, greatly alleviating the bottleneck of delays around bed and capacity management.

This was not always the case at the hospitals where high patient volumes with frequent surges were the norm and maintaining an efficient patient flow through the facilities to timely discharges remained a challenge for a number of years. In some cases, patients left the hospitals without being officially discharged, leaving a bed empty but still unavailable for the next patient as it was still seen as 'occupied'

The hospitals had relied on their EMR and mobile handset technology, their Transport units and manual batching by nursing staff to keep the patient discharge pipeline moving. However, rising patient demand was becoming increasingly taxing and, ultimately, unsustainable for that discharge system.

The situation came to a head in late 2019 and little did the hospitals know the storm that was coming in just a few short months that would result in an avalanche of new patients flooding their ERs and available bed capacity – the COVID-19 pandemic.

The Impact of TeleTracking's Capacity IQ AutoDischarge

As a result of extensive discussions with TeleTracking, the hospitals decided to do something about their patient discharge problem. Having previously implemented TeleTracking's Capacity IQ for bed management and Transfer IQ for facilitating patient access, the hospitals turned back to TeleTracking in 2020 when the pandemic started overwhelming the already short-staffed hospitals.

The hospitals went live with TeleTracking's operational Real-Time Locating System (RTLS) Capacity IQ AutoDischarge solution that would allow patients to be discharged the moment they left the hospital exit, after doctors and nurses had certified in the system that they were ready to be released.

Capacity IQ AutoDischarge is a key solution of TeleTracking's integrated operations platform. Patients are fitted with an RTLS wristband and when detected at the exit, Capacity IQ AutoDischarge is triggered. The workflow notifies Environmental services when a patient has vacated a bed. The bed cleaning process can begin while documentation in the EMR is still taking place. The room can be turned over and cleaned for the next waiting patient minutes or even hours faster than before.

As Capacity IQ AutoDischarge staff adoption and patient usage started increasing, in a few short months, the three hospitals began to experience a decluttering of their end of day discharge bottleneck. Patients were discharged earlier and at different times of the day and individual patient stay times started to decrease.

Early Bird Catches the Discharge

One initiative for motivating faster discharges at the three hospitals is their Early Bird program. Championed by hospital staff, the program raises awareness among hospital physicians who have patients ready to be discharged to put their orders in the Capacity IQ AutoDischarge system by 9AM and have patients approved for release by 11AM. To reach this goal, physicians needed to adjust their rounding schedules earlier.



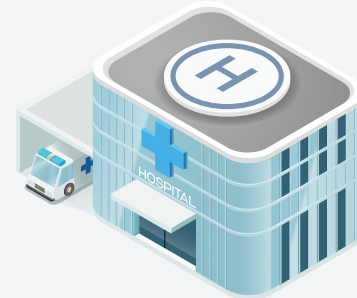
15% increase

in Early Bird patient discharges after the implementation of TeleTracking's Capacity IQ® AutoDischarge

Prior to the implementation of Capacity IQ AutoDischarge, Early Bird program earlier patient discharges were averaging 2-3% relying on (pre-AutoDischarge) processes. Now, Early Bird patient discharges have increased to an average 15% and the hospitals are on track to see that number climb to at least 25% near-term, according to data they are analyzing from TeleTracking's SynapseIQ™ Enterprise Analytics platform and other hospital IT system sources.

In January 2022 and November 2022

Three affiliated hospitals patient Length of Stay (LOS) decreases and financial savings utilizing PatientTracking: AutoDischarge™



Hospital A

All Patient (LOS)
5.22 days → 4.46 days

ICU Patients (LOS)
8.76 days → 4.20 days

\$ 2,142,662.68
Saved

Hospital B

All Patient (LOS)
5.15 days → 4.41 days

ICU Patients (LOS)
7.04 → 5.81 days

\$ 2,115,267.80
Saved

Hospital C

All Patient (LOS)
4.48 days → 3.78 days

ICU Patients (LOS)
8.43 days → 5.88 days

\$ 2,048,666.90
Saved

Total Savings: +\$6.25M

Three Affiliated Hospitals + TeleTracking Real-Time Locating System (RTLS): Discharge Excellence & Beyond

So, what is the next step for the hospitals with the Capacity IQ AutoDischarge system? As AutoDischarge is only one feature of TeleTracking's integrated operations platform, the hospitals say they plan to adopt its other solutions as a robust system for tracking patients wherever they are in their facilities.

To-date, utilizing Capacity IQ AutoDischarge, the three hospitals have experienced significant drops in mean patient length of stays (LOS) overall and particularly sharp mean LOS decreases for ICU patients. In looking at patient LOS in January and then in November of 2022, the hospitals on average ranged from a nearly 1 day decrease (January) in overall patient LOS to an average 2-4+ day (November) LOS decline for ICU patients. The sharp declines in patient LOS have resulted in combined savings at the three hospitals of over \$6.25 million.

"If we pulled the plug on the Capacity IQ AutoDischarge system today we would definitely experience major blind spots in patients ready for discharge, see a major increase in our discharge times and see a major change in our patient and staff satisfaction numbers,"

Throughput Manager
Three Client Affiliated Hospitals



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.