GE HealthCare

Increasing regional access to care with real-time capacity management

Case study: Deaconess Health System

Background

A multi-state centralized system transfer center is experiencing an increase in the number of "missed opportunities" (or those patients they desired to deliver care to, but for any number of reasons were not able to). Root cause investigation has identified opportunities with getting the right patient, to the right location, in the right level of care with the right level of urgency. Implementing new standard work processes supported by real-time capacity management software, Capacity Expediter, the number of new transfer patients was expected to increase.

Problem

Nearly 3,000 annual "missed opportunities" to provide care for patients due to timeliness of acceptance, bed assignment, or capacity.

Delays in knowing which beds may be available as well as lack of visibility to the current state of overall system capacity.

Challenged visibility to how many patients were pending in and identification of the urgency of each.

Under utilization of all sites of care across the system.

Objective

Streamline decision making processes by balancing the needs of the community with current system patient demand.

Approach

Utilize Capacity Expediter to:

- Know, in real time, the status of all beds throughout the system.
- Deploy a capacity management plan with real-time visualization of all hospitals and unit availability.
- Enable right site of care decisions.
- Balance system resources.

Result

2,000+

new patients served annually*

*Based on number of patients served by the facility, compared year over year. Data communicated by Deaconess Health System.