

# *Care Command Center*

## *Operational Efficiency*

Intelligent Business Solutions, Inc. 





## Care Command Center (CCC)

CCC was developed by analyzing 25 years of workflow & Operational performance in Healthcare settings.

Our analysis found that focusing on a few key metrics enabled our clients to dramatically improve operational performance within a 6 -24 month window.

We designed the Care Command Center to:

- Gather key metrics with minimal impact to the care giver
- Provide operational decision support criteria in real-time
- Evolve as the needs of the care settings change



## **CCC Performance Package Includes:**

- Strategic Interfaces
- Standardized workflow performance metrics – Acute & Ambulatory
- Standardized workflow performance metrics – procedural & clinics
- Real-Time Performance Dashboards
- Sophisticated Rules Engine to minimize bottlenecks and improve performance



## Operational Benefits 0 – 6 months

- Improved workflow with increased visibility
- Reduced early case late starts
- Reduced wait times for patients and care givers
- Improved throughput
- More effective use of staff - more with Less
- Improved room optimization
- Improved satisfaction for patients, staff and family members
- Improved Communication

## Operational Benefits 6-24 months

- Up to 20% increased throughput (No increase in staff)
- 10% elimination of operational waste (Phone calls, lost patient, lack of visibility...)
- Productivity goals for wait times, and on time starts met
- Standardization of new workflows adopted

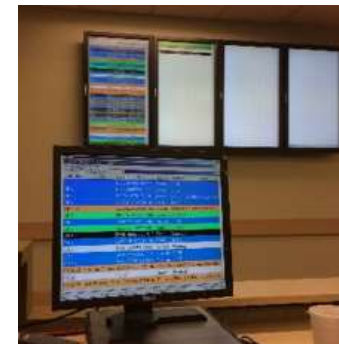


# Improved Work Visibility

GH Anes Pod-1 (9/28/2017)											
Operating Room	F Name	L Name	DOB	Status	*Anes	*Tech-1	*Tech-2	Time To Start	Turnover Time	*Comments	Tasks
W-OR-4	Roger	Federer	2/27/1970	Wheels Out		Tech, Alyssa		05:53	00:00		
W-OR-4	Tech, Alyssa			Tech Turnover Start	Tech, Janet M.D.			00:00	00:00		
W-OR-3	Patsy	Ewing	3/29/1938	Surgery Ended		Tech, Alyssa	Tech, Grant	00:00	00:00		
W-OR-2	JOHN	CADY	8/1/1934	Closing		Tech, Alyssa	Tech, Matt	00:00	00:00		
W-OR-3	Elizabeth	Wilber	5/11/1920	Closing	Shill, Janet M.D.			00:00	00:00		

## Improved Visibility

- Desktops, laptops & mobile devices are used to strategically distribute information to the care team.
- Each care team member sees only the information that is needed to promote optimization in the care process.



# Intelligent Communication

## Mobile messaging

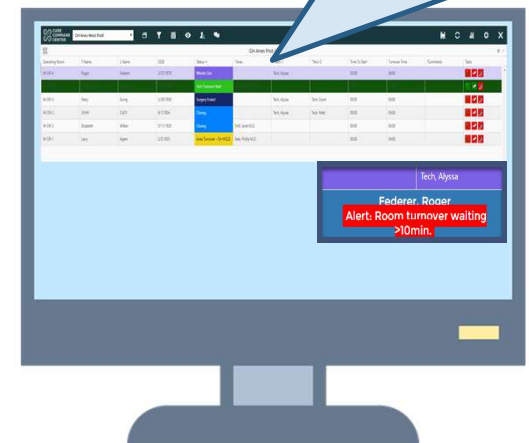
Dr. Smith your patient is ready in Cath Lab 2

## Increased Awareness

Flashing alerts, Audible alarms, Pop-up reminders highlight work needing attention

## Strategic Communication

- Mobile messaging gives needed information at the right time to the right person
- Improved communication gives visibility into areas that were previously unavailable
- Prevents Information Overload





## CCC Works Because it is Simple

*CCC is Designed to be Nimble, Agile, Easy..*

**Ease of Use** – Care Team Interaction is typically less than 2 minutes per day

**No Duplication of Work-** Strategic Interfaces handle all the heavy lifting

**Immediate Results** – Clients realize benefit Day One



## Analytics - Simple can be Powerful

*Simple Metrics available in real-time and longitudinally  
can literally transform performance from average to optimal!*

### A few CCC Efficiency Reports:

First Case Starts

Room Turnover Times

Room Optimization

Staff Optimization

Procedure length by type and physician

Cancel cases by room, day and reason

Throughput by day and over time

Volume Reports

Status to status average and analysis

Pre Procedure Task Analysis



# Analytics - Key Metrics Dashboards

*Turn data into information and information into insight*

