Infosys®

Building
Tomorrow's Enterprise

Hospital Bed Tracking and Analytics

Hospitals lose millions, and quality suffers, due to diversions, delays, and cancellations around bed management. Most common challenges faced by Hospitals are:

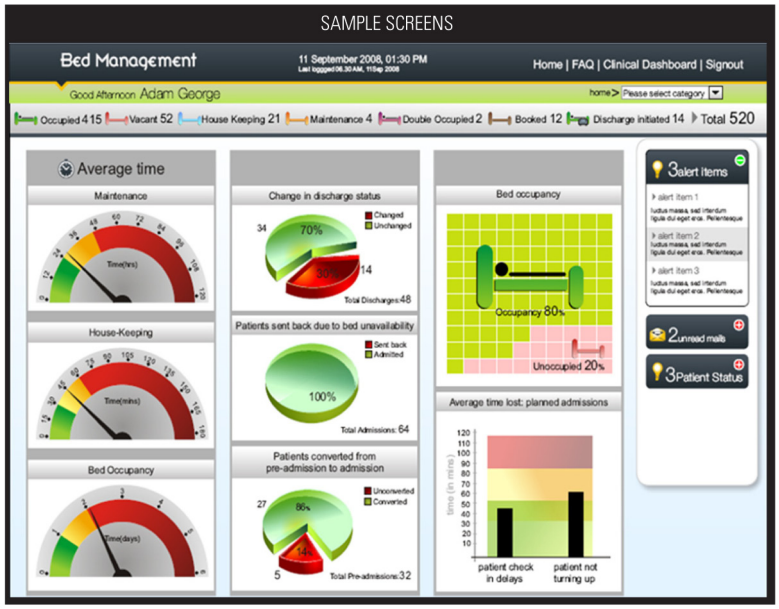
- Poor visibility on bed status resulting in "Hidden beds"
- Poor forecasting on bed demand from the ED, OT and OPD
- Inefficient discharge processes
- Poor coordination among caregivers

Infosys hospital Bed Tracking and Analytics solution optimizes bed turns by eliminating "hidden beds," unnecessary holds, forecasting bed demand and accelerating discharges. Our solution will help you realize high bed occupancy with reduced patient wait times by coordinated, real-time communications, automated workflow, and escalation notifications.

Solution Overview

Our solution based on business intelligence and data analytics leverages your existing technology investments by interfacing with existing Admission/Discharge/Transfer (ADT) systems and present real-time performance of key KPIs into a tailored web-based portal. Solution implementation is fast; typical implementations can occur in matter of weeks. The solution has a very low entry price point with very competitive customization services.

Solution Features



1. Historical, Real-time and Predictive reporting

- Provides on-demand historical, real-time and predictive intelligence reports
- Short term forecasting (next 4, 8, 12, 48 hours) based on procedures expected for the patient based on clinical pathways and/or historical data
- Long term forecasting based on historical, demographic data patterns combined with statistical tools

2. Business Intelligence and Performance analytics

- Compares capacities across departments and identifies the bottleneck
- Provides a consolidated view of the key KPIs and their real time performance across each nursing station/department

3. Real-time Actionable Alerts

The solution provides real-time, actionable alerts around bed status, bed transfers, patient admission and discharge. For instance, the system will trigger an alert to housekeeping as soon as the bed status is changed to "house keeping". An escalation alerts can be configured, whenever the bed has not been cleaned within a preset time after a discharge.

4. Role Based Dashboards

Role-based Performance Management Dashboards delivers a real time overview of KPIs set around bed administration - right from Nurses to CEOs - empowering each participant to proactively monitor and make decisions to optimize across various objectives and look for creative ways to achieve goals.

5. Bed Census data

A real time view of status of each and every bed in a hospital across various departments is readily available to ensure faster bed allocation, reducing the patient wait times. In case of non availability of bed the artificial intelligence tool built in can suggest/forecast the closest possible beds that would be vacated in near future.

Solution Benefits Derived by our Clients

- Efficient demand forecasting using analytics over diagnostics data from ED, OT and OPD
- Improved hospital capacity. Our customers have achieved
  - 20% reduction in Bed Assignment Time
  - 15-30% reduction in Bed Occupancy Time
  - 10-13% improvement in ED Admissions (due to improved bed utilization)
- Enhanced patient and caregiver satisfaction by reducing patient wait times and empowering caregivers with actionable real time information

Related Offerings

Hospital Capacity Management

Solution Features

- Predictive intelligence and forecasting of demand around ED, IPD, OPD and OR
- Real time alerts and escalations around thresholds set for the KPIs or deviations from defined clinical pathways.
- Information rich role base dashboards with drilldown slice & dice available to identify outliers.

Solution Benefits

Our solution has delivered

- 20% reduction in Bed Assignment Time
- 8-10% improvement in ED utilization
- 20% reduction in overall outpatient conversions
- Workflow automation drives the next action thereby reducing the human dependency and increasing compliance to standard operating procedures

Hospital Supply Chain & Revenue Cycle

Collaboration Solution

Our solution provides visibility of cost data, by integrating data across three major functions at provider organization - purchasing and supply chain, Clinical Management and Revenue department.

Solution Benefits

- CEO, CFO: Single point visibility on costs, utilization and revenues
- Supply chain director: Visibility on supply utilization; reimbursement and denials; tools for cost negotiations
- Physician: Real-time utilization review; supply alternatives; reimbursement alerts and denials
- Case Managers: Clinical outcomes with optimal cost; practice evidence based utilization
- Revenue department: Payer contract negotiation based on actual costs and CMI data

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For more information, contact askus@infosys.com

About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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