



HealthStream®

Forecasting patient demand.

Aligning resources.

Optimizing patient throughput.

What if you could accurately predict patient demand days or even weeks in advance, and align that forecast with capacity and staffing to help optimize patient throughput?

How would that change a typical day for everyone involved in patient care?

Proactive Patient
Demand Forecasting

Benefits

Here's How It Works

Capacity Planner's
Dashboard

Long-Term Planning,
Near-Term Adjusting

Monitoring
Performance

Satisfied Customers

Operational
Improvements

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Proactive Patient Demand Forecasting

Advancing the science of capacity planning

Capacity management has long been an issue for hospitals. Faced with unprecedented pressure to produce better outcomes at a lower cost, optimizing patient flow is more important than ever. Why haven't organizations been able to make more progress?

Since capacity management is tied to patient demand, few organizations believe they can accurately forecast that demand far enough in advance to be proactive.

As a result, many aspects of capacity planning, including staffing, are handled reactively. Managers are always thinking on their feet, realigning resources on the fly. Of course, **reactive** means **expensive**.

It turns out that there are proven ways to get ahead of the curve—and stay there.

Capacity Planner™ from HealthStream® is a predictive analytics tool that lets you reliably forecast patient demand far enough in advance so you can align capacity and staffing resources with only minor tweaks on any given day. Aligning resources in this way is the key to optimizing patient throughput.

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Benefits

- Enables providers to make key strategic decisions regarding enterprise capacity and to analyze the impact of those decisions on financial and operational performance
- Optimizes capacity by accurately predicting patient demand by service line, by day of the week, and by hour of the day
- Helps reduce labor costs and variability
- Helps reduce average length of stay and wait times
- Promotes staff satisfaction and reduces turnover by enabling proactive, not reactive, scheduling

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Here's How It Works

1. We use a minimum of two years of your historical admissions, discharge, and transfer data to develop a base patient demand forecast for the year.
2. Healthcare-specific algorithms are applied to the base forecast to account for seasonal and day-of-the-week variations, among others. They also account for factors such as flu season duration and severity, as well as special events likely to cause a surge.
3. Input from your clinical experts is solicited regarding specific changes and initiatives that are expected to impact patient demand. This input is key to reconciling historical experience with emerging care and reimbursement models.
4. Capacity Planner is able to predict scheduled and unscheduled demand with a 95% accuracy rate one month out and a 97% accuracy rate one week out. The solution leverages that forecast to predict capacity and staffing requirements well enough in advance that you can proactively address them without scrambling to find available staff with the right credentials.

The combination of historical ADT data, algorithmic forecasting, clinical expert input, and care path modeling results in a patient demand forecast with a 95% accuracy rate one month out and 97% accuracy one week out.

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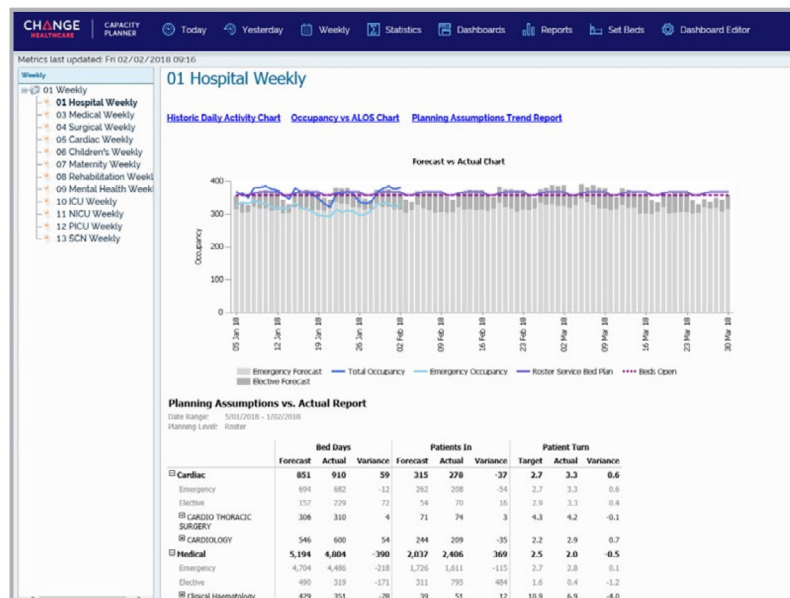
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Capacity Planner's Dashboard

Capacity Planner's dashboard lets you view your actual and projected patient demand against capacity and planned staffing. You can quickly see where you will be understaffed or overbedded – and plan accordingly.



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Long-Term Planning, Near-Term Adjusting

Capacity Planner enables you to plan over both the long term and short term. Strategic (1–2 year) and budgetary (1 year) forecasts are used for long-term planning based on historical trends. Scheduling projections (1-4 months) and operational projections (1-7 days) enable resource managers to adjust near-term plans by also accounting for current hospital status.



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Monitoring Performance

Any plan is only as good as the assumptions under which it was created – and the ongoing effort to measure performance against it. Capacity Planner provides the tools required to monitor progress against your forecast and adjust as necessary to stay on course.

Reports for monitoring performance allow you to compare targets against actual acute and elective occupancy, scheduled staff, and hours per patient day.



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“When we have the right number of nurses taking care of the right number of patients in the right location, good things happen.”

MaryPat Sullivan, RN

CNO/Chief Experience Officer, Overlook Medical Center, Summit, N.J.

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Capacity Planner™



Ready to start optimizing patient flow?

Learn more at changehealthcare.com

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