The Future of Emergency Care Series

Hospital Efficiency:

Creating Synergy between Information Technology and Patient Flow
Achieving the Vision

- Improving hospital efficiency and patient flow
- A coordinated, regionalized, accountable system
- Increased resources
  - right resources
  - in the right place
  - at the right time
Demand to Capacity Management

- Surge Capacity/ Mitigating Overcrowding
- Emergency Preparedness (facility/system based)
- Disaster Planning
Matching Demand to Capacity

- Institutional Memory
- Demand Visibility & Predictability
- Mitigation
- Empowerment
- Accountability
Surge Capacity/ Mitigating Overcrowding
Flexibility – Managing Demand & Capacity
# Overlook

**User:** Linda Kosnik

<table>
<thead>
<tr>
<th>Unit</th>
<th>Unit Census</th>
<th>Beds Avail</th>
<th>Tele Avail</th>
<th>APO/MDS</th>
<th>Census Cap</th>
<th>No. of Beds</th>
</tr>
</thead>
<tbody>
<tr>
<td>10CD</td>
<td>53</td>
<td>0</td>
<td>7</td>
<td>2</td>
<td>50</td>
<td>54</td>
</tr>
<tr>
<td>9CD</td>
<td>16</td>
<td>8</td>
<td>0</td>
<td></td>
<td>38</td>
<td>43</td>
</tr>
<tr>
<td>7E</td>
<td>24</td>
<td>0</td>
<td>0</td>
<td></td>
<td>18</td>
<td>21</td>
</tr>
<tr>
<td>5AB</td>
<td>28</td>
<td>0</td>
<td>6</td>
<td>0</td>
<td>25</td>
<td>29</td>
</tr>
<tr>
<td>4AB</td>
<td>35</td>
<td>5</td>
<td>5</td>
<td>8</td>
<td>40</td>
<td>43</td>
</tr>
<tr>
<td>ED (Admitted)</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3AB</td>
<td>40</td>
<td></td>
<td></td>
<td></td>
<td>32</td>
<td>37</td>
</tr>
<tr>
<td>2AB</td>
<td>34</td>
<td>7</td>
<td>4</td>
<td>0</td>
<td>36</td>
<td>42</td>
</tr>
<tr>
<td>CCU</td>
<td>5</td>
<td>3</td>
<td></td>
<td></td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>ICU</td>
<td>20</td>
<td>2</td>
<td></td>
<td></td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>11</td>
<td>11</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Labor &amp; Del</td>
<td>2</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6AB</td>
<td>16</td>
<td>18</td>
<td></td>
<td></td>
<td>30</td>
<td>34</td>
</tr>
<tr>
<td>NICU</td>
<td>5</td>
<td>10</td>
<td></td>
<td></td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>Nursery</td>
<td>13</td>
<td></td>
<td></td>
<td></td>
<td>40</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>306</td>
<td>69</td>
<td>24</td>
<td>10</td>
<td>309</td>
<td>427</td>
</tr>
</tbody>
</table>

**Date:** November 9, 2005  
**Time:** 9:48 AM
Measuring the Outcomes

Incidents of Full Divert

- 1997: 52
- 1998: 5
- 1999: 5
- 2000: 0
- 2001: 0
- 2002: 1
- 2003: 3
- 2004: 3
- 2005: 11
- 2006: 3
Imagine if a Pandemic disaster had been triggered in the system...

... ACOMS will notify...

Appropriate Personnel and Agencies with instructions as to

Who
What
Where
When
Appropriate Personnel and Agencies with instructions as to ... who, what, where, when
Only Together Can We Be Successful