



Throughput Operations Past, Present & Future

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Past

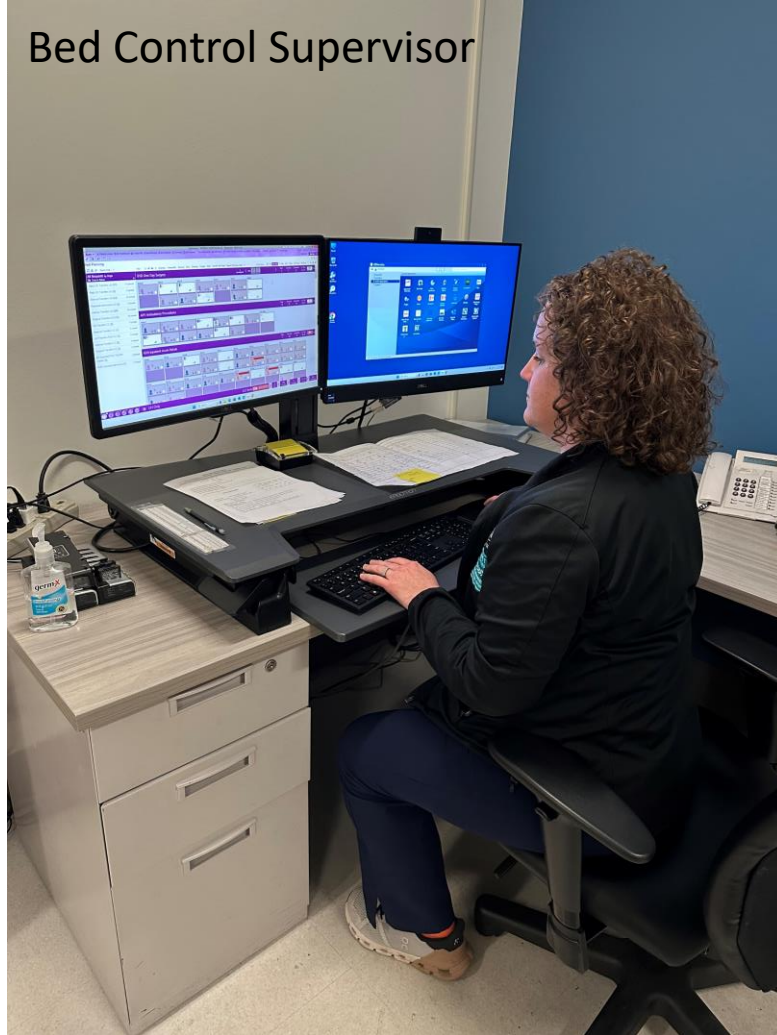
- Admitting Dept: Bed Board on a whiteboard with magnets for the beds
- Bed Control Supervisor at each hospital (assigned beds in EPIC)
- 2019 University Hospital UH Discharge Hospitality Center (DHC) opened
 - Hired Throughput RNs
- 2020 Interim Throughput Operations Center (TOC) in Patient Relations conference room
 - Light duty staff
 - Unified
- 2021 Transitioned TOC to the basement
 - Hired dedicated Bed Management staff
 - Added Transfer Center RNs to the temporary basement location
- 2021 Community Hospital CH DHC opened

Original Bed Board



Bed Control

Bed Control Supervisor



Conference Room
Unified Bed Control



Discharge Hospitality Centers

UH DHC



CH DHC



Overall DHC Impact (2022)

Total DHC Patients: 4,951

Total Savings: \$426,379*

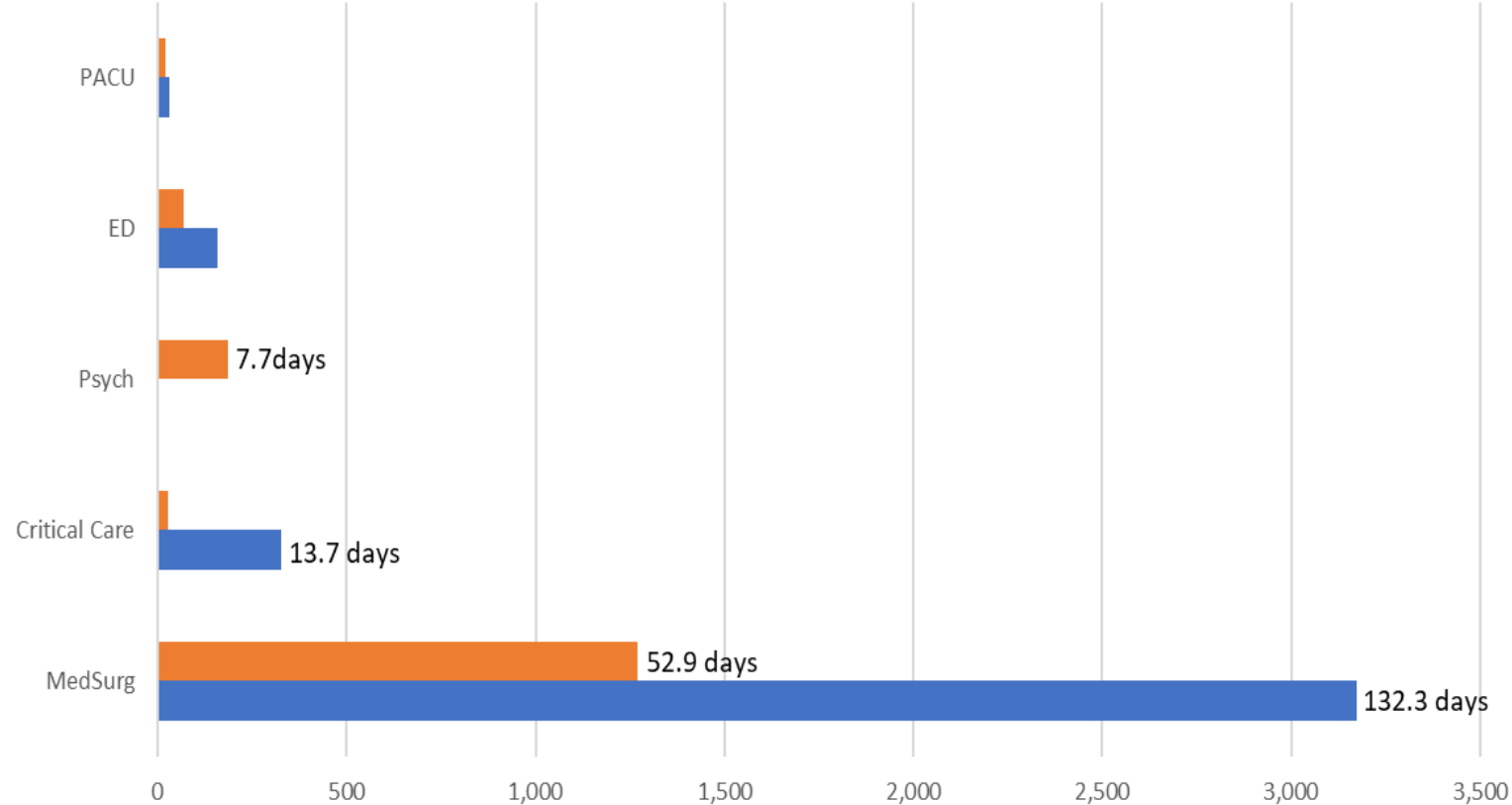
- **Downtown Campus: \$313,101**
- **Community Campus: \$113,278**

Total Hours Recouped:
5,265

- **Inpatient Beds: 208 days**
- **Access Areas: 280 hours**

*** After RN salary and benefits removed**

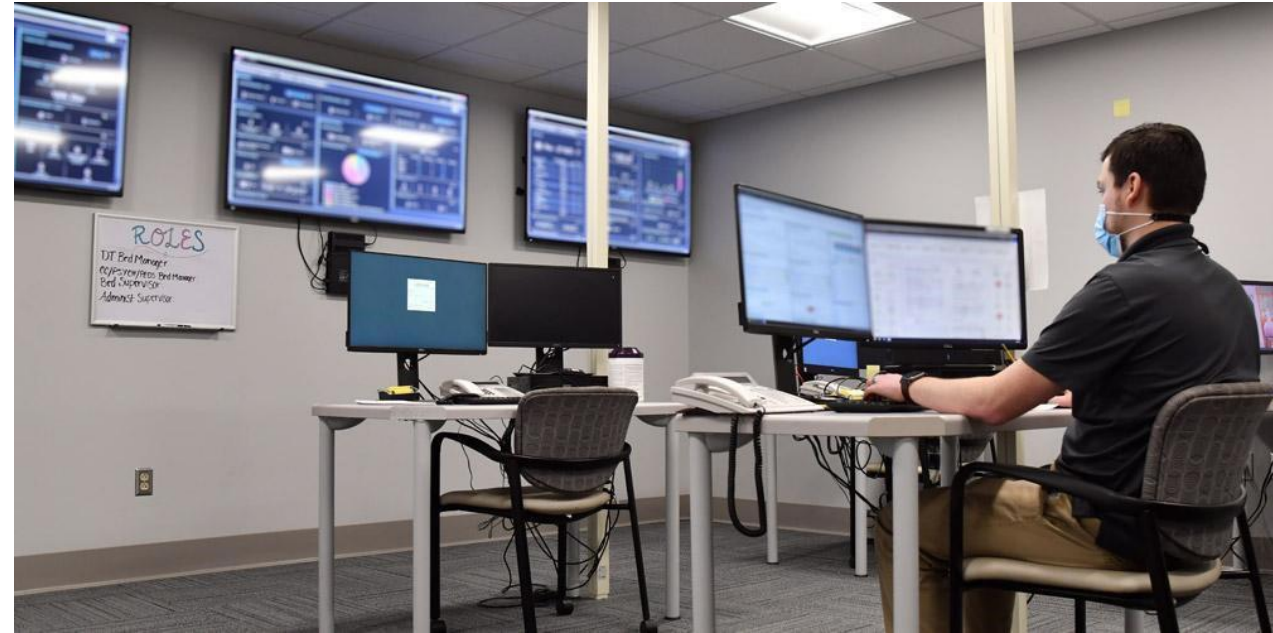
Hours Recouped through DHC Utilization
2022



	MedSurg	Critical Care	Psych	ED	PACU
Community Campus	1,269.0	28.1	185.1	68.0	20.3
Downtown Campus	3,174.3	328.5	-	158.9	32.3

Present

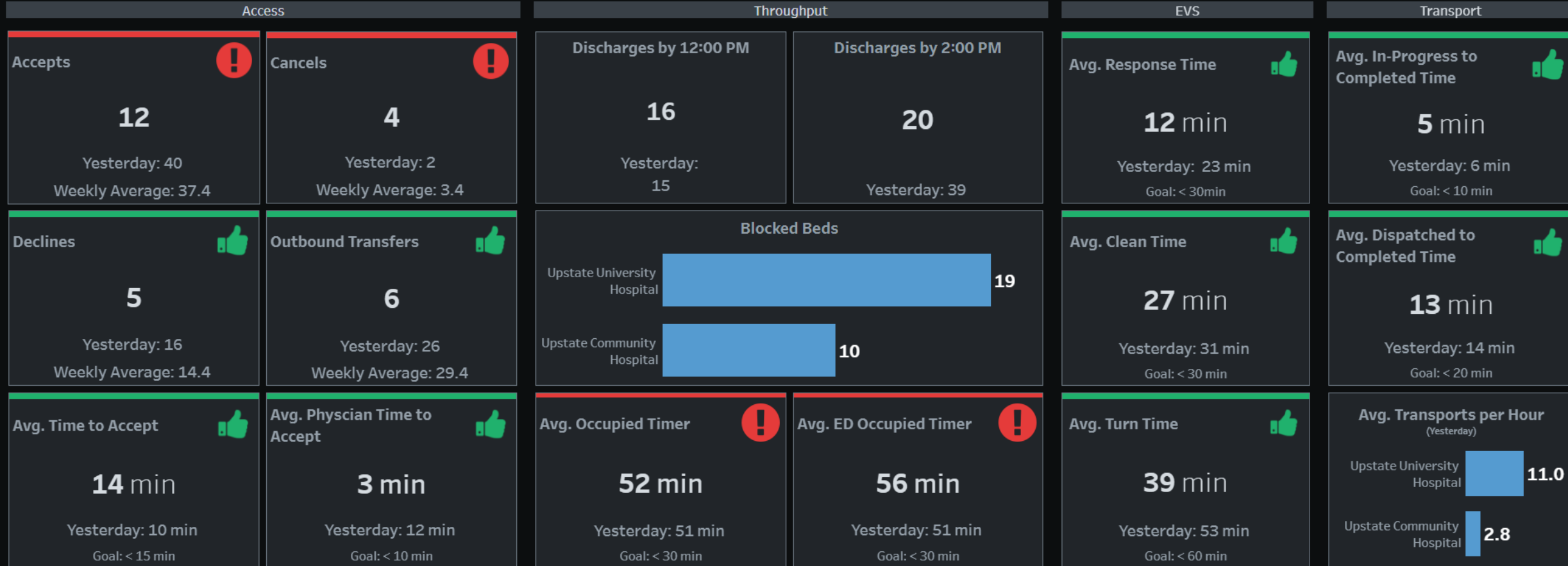
- Functioning temporary TOC in the basement
 - 9 workstations; 7 dashboards
 - Added Environmental Services Supervisor
- 2021 TeleTracking integration
 - Electronic whiteboards
 - iPhones
- Communication in the TOC changed from Vocera to Soft Agent
- 2023 Admission Milestones
- 2023 Auto-dispatch Patient Transport
- DHC process changes
- Nurse Manager of TOC



Enterprise Dashboard

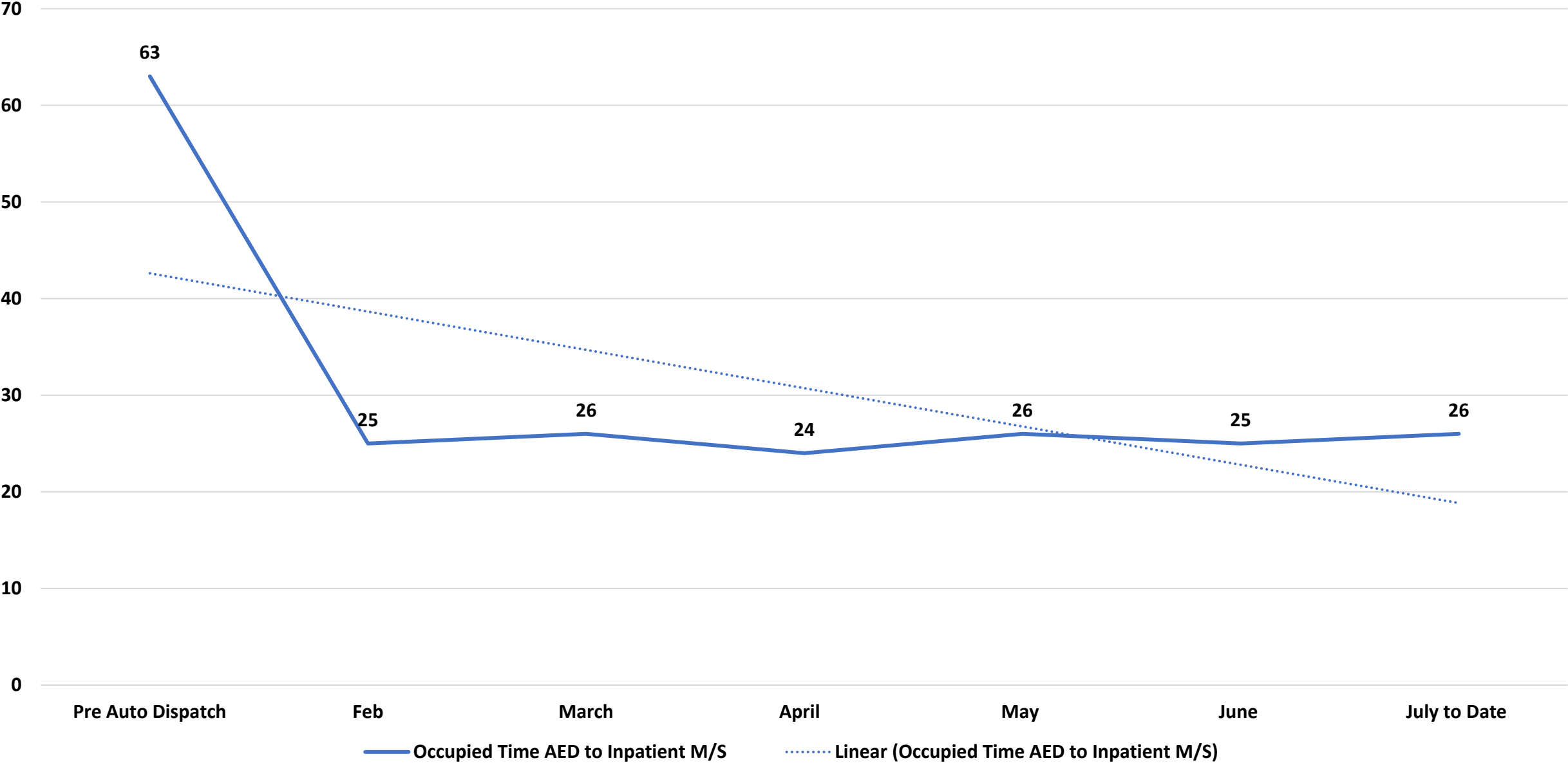
Upstate Enterprise Scorecard

Showing data for June 22, 2023

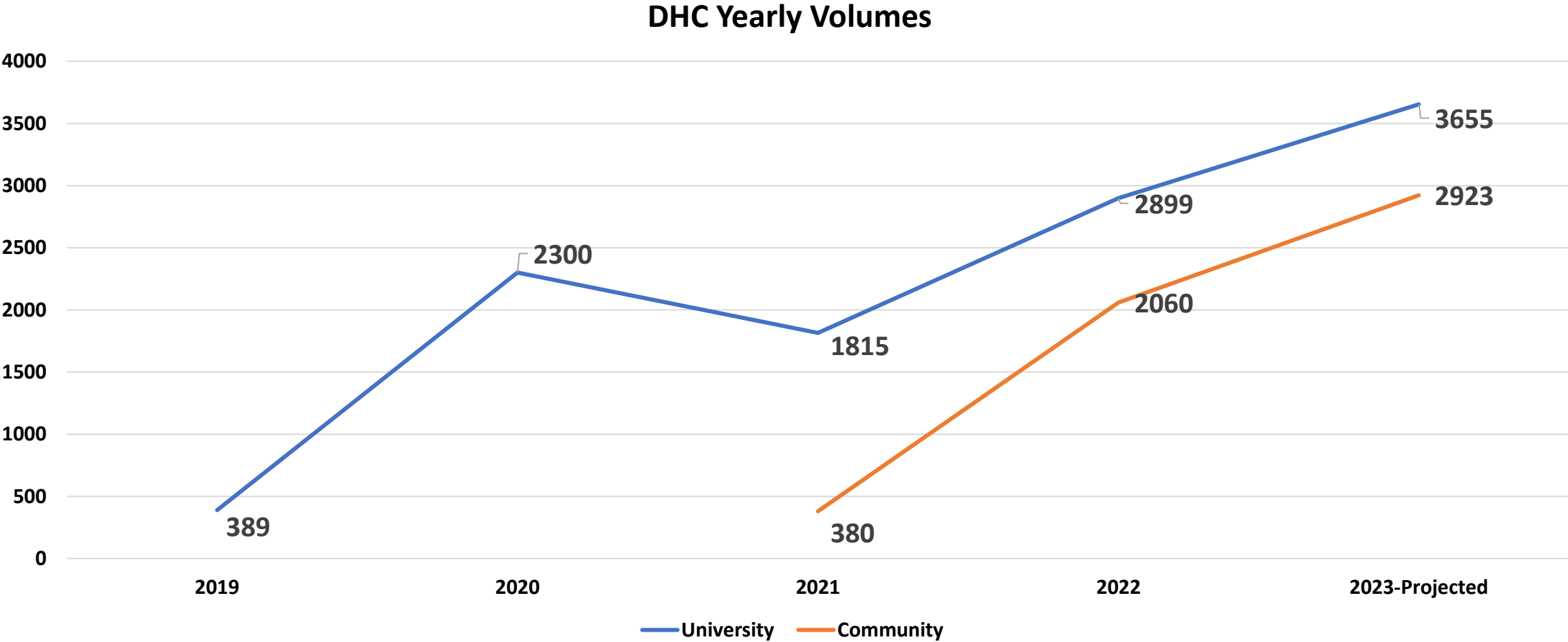


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Occupied Time ED to Inpatient M/S with Patient Transport

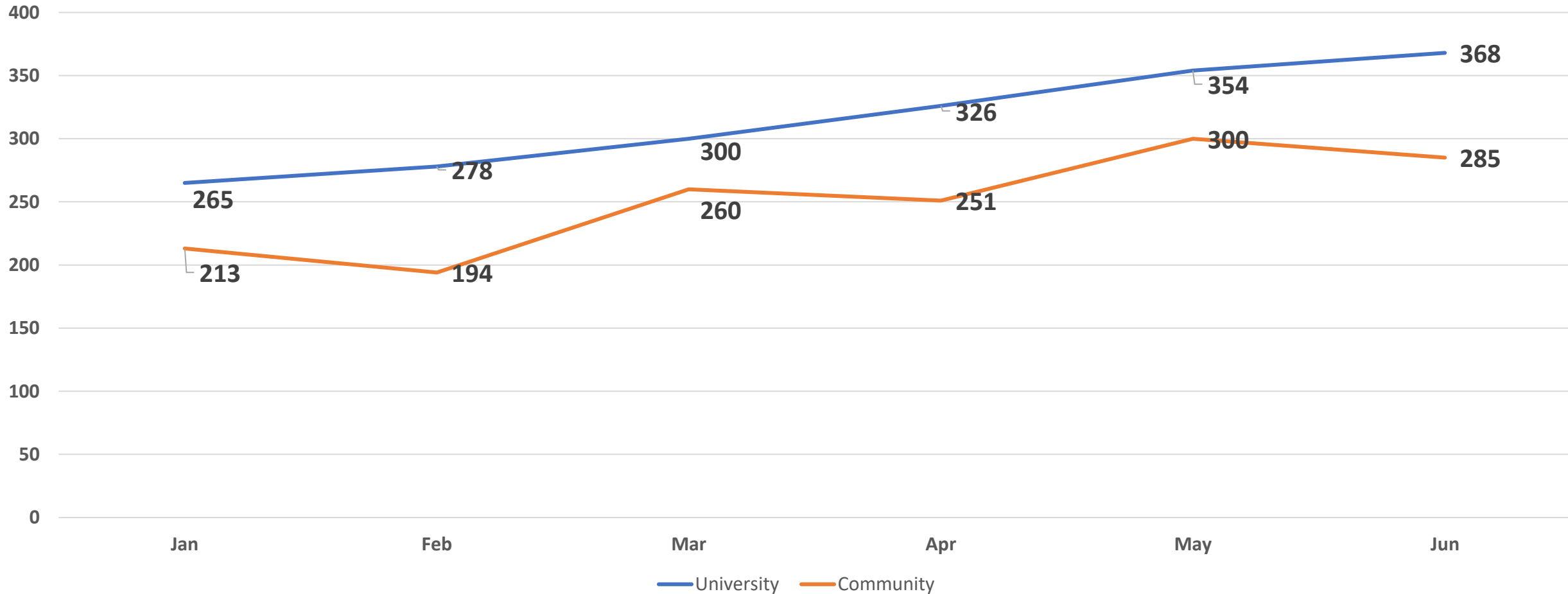


Discharge Hospitality Centers



Discharge Hospitality Center – University Hospital (2023 YTD)

DHC Volumes 2023 YTD



Future

- Telergy building-move off-site
 - Plan to add Transport Dispatcher
 - Outbound Transport Coordinator
 - Ambulance Dispatcher
 - TOC MD
- TOC Huddles
- Virtual Nursing
- Full roll-out of auto-dispatch patient transport
 - Pediatrics/internal med-surg patients/CH
- Conflict reporting
- Dead bed reporting
- Real-time Locating Services (RTLS)



A large, modern control room with multiple operators seated at desks, monitoring numerous large video screens displaying various feeds, including surveillance footage and data visualizations. The room features a curved wall of screens and a carpeted floor. Operators are wearing headsets and using multiple computer monitors at their workstations. The screens show a variety of content, including live video feeds of outdoor scenes, maps, and data dashboards. The overall atmosphere is professional and high-tech.

