UPSTATE
UNIVERSITY HOSPITAL

# Throughput Operations Past, Present & Future

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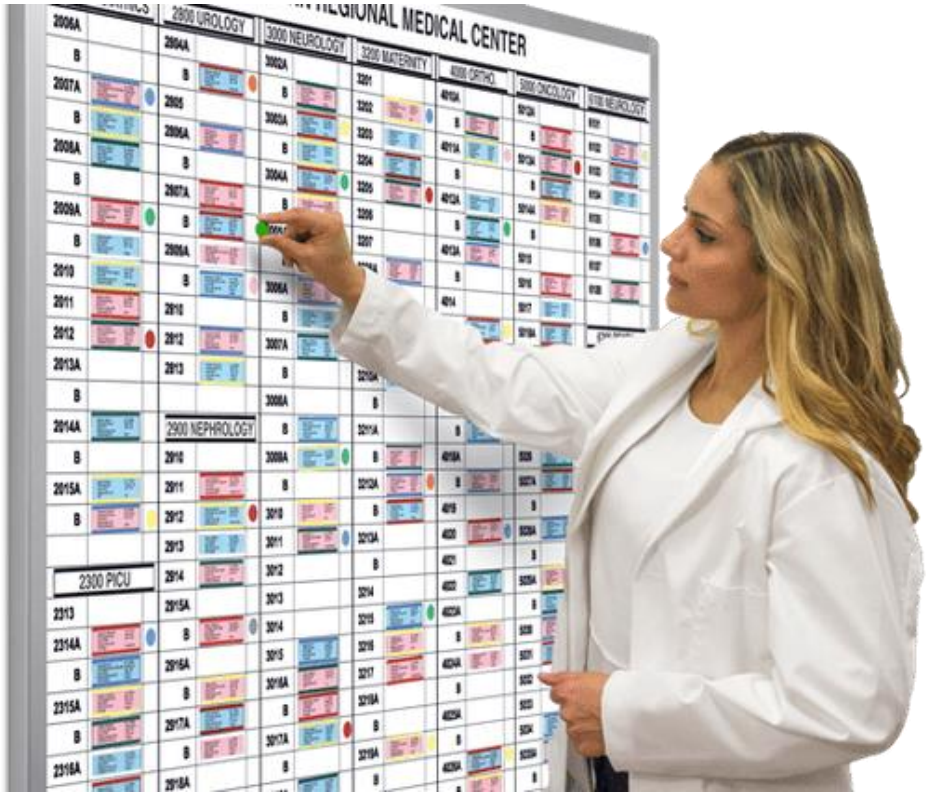
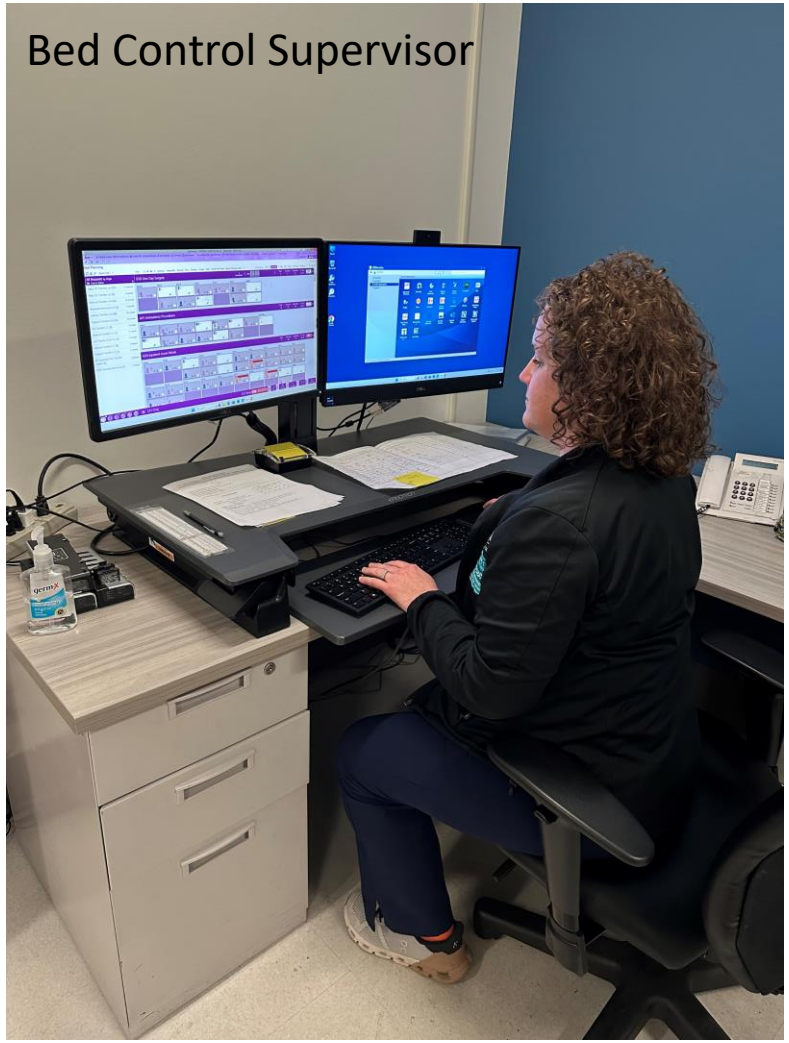
# Past

- 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

# Overall DHC Impact (2022)

**Total DHC Patients:** 4,951

**Total Savings:** $426,379*

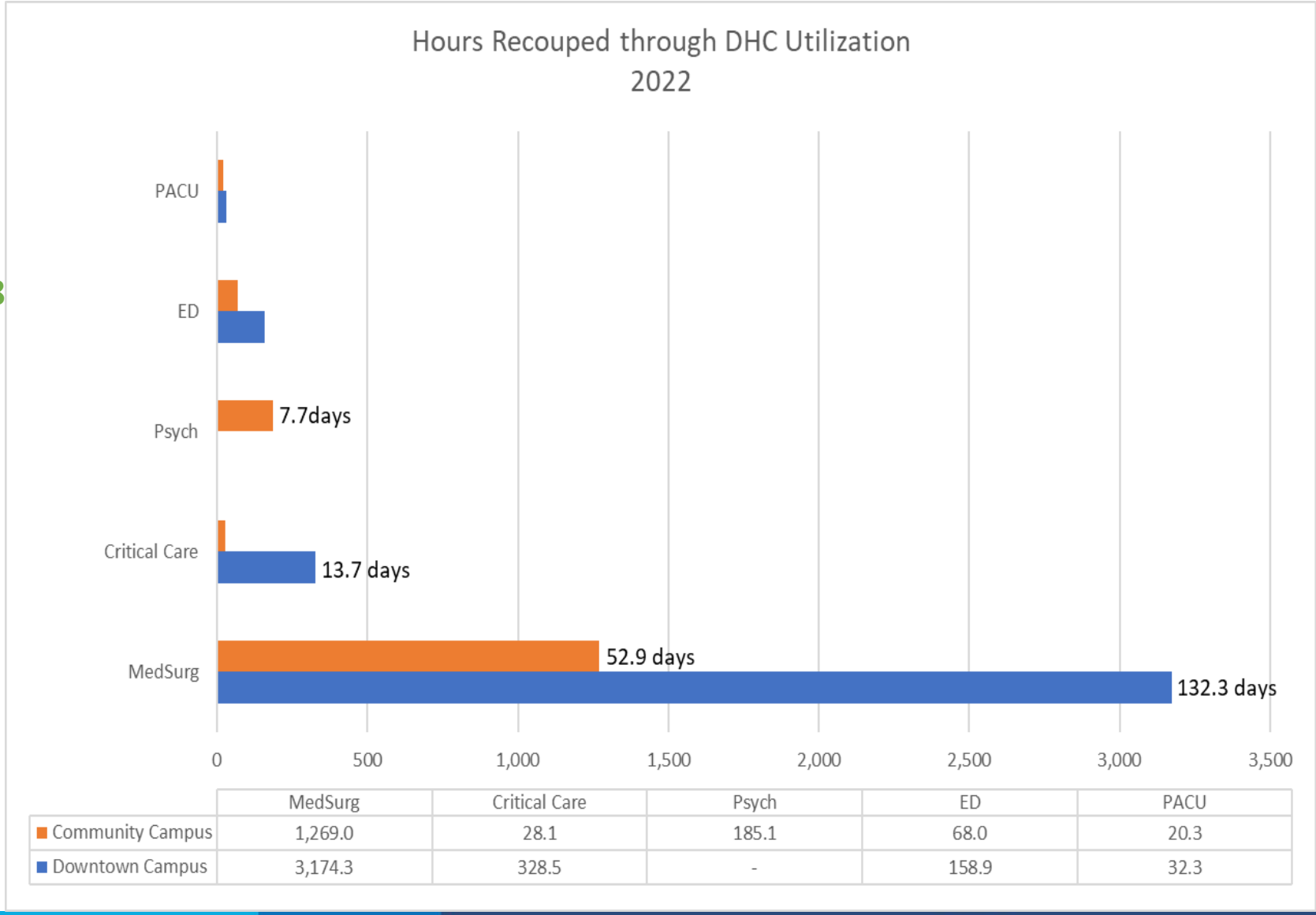
- Downtown Campus: $313,101
- Community Campus: $113,278

**Total Hours Recouped:**

5,265

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

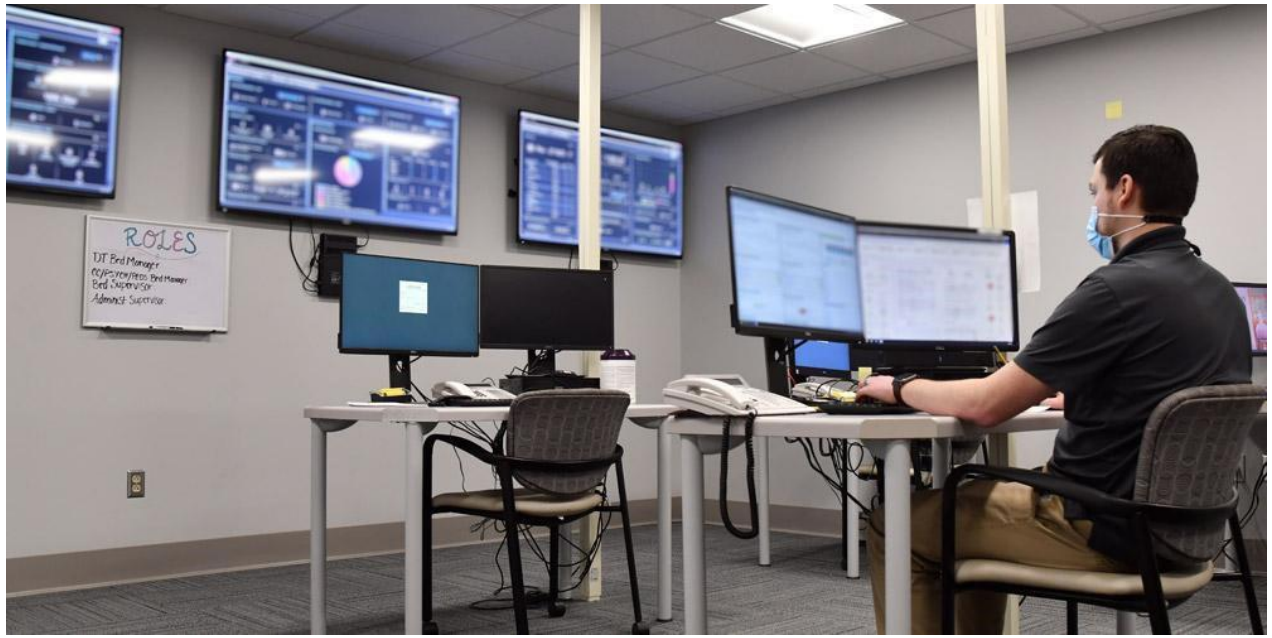
* After RN salary and benefits removed



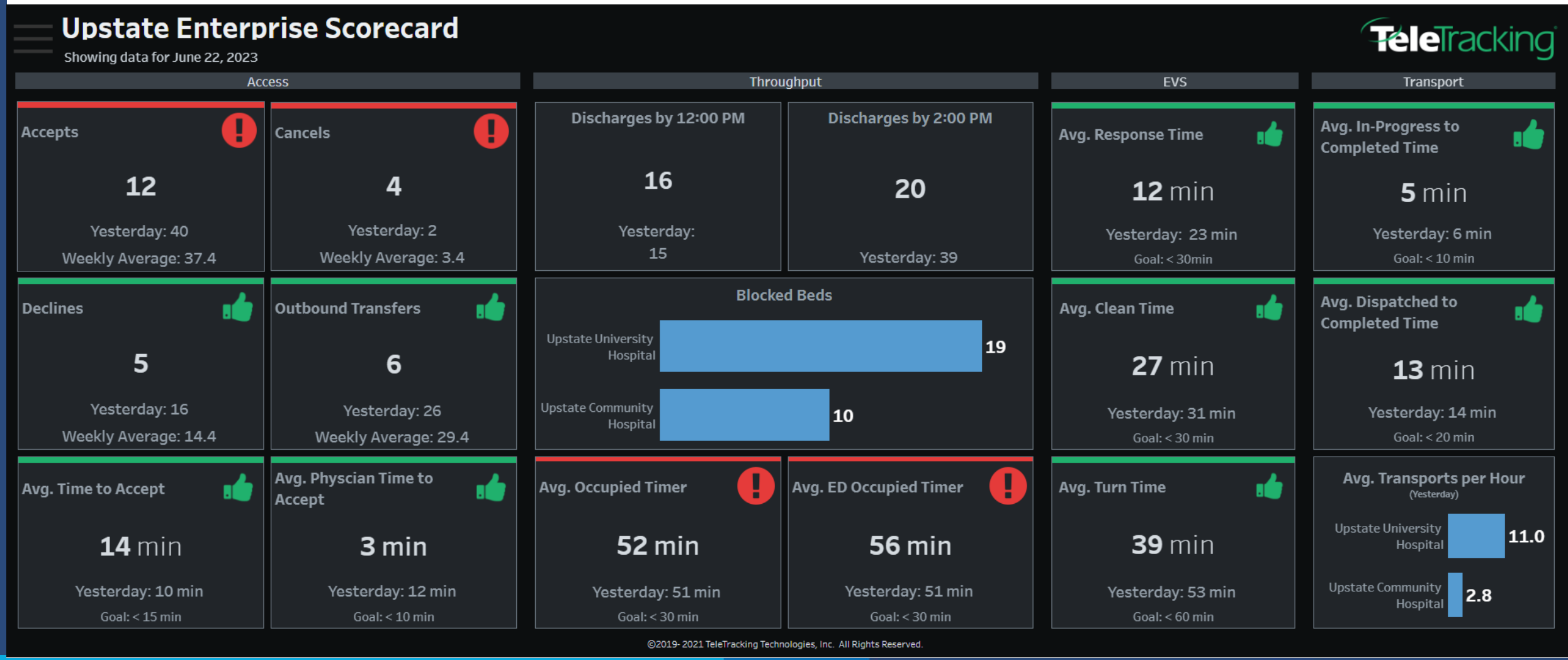

| | MedSurg | Critical Care | Psych | ED | PACU |
|---|---|---|---|---|---|
| Community Campus | 1,269.0 | 28.1 | 185.1 | 68.0 | 20.3 |
| Downtown Campus | 3,174.3 | 328.5 | - | 158.9 | 32.3 |

# 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

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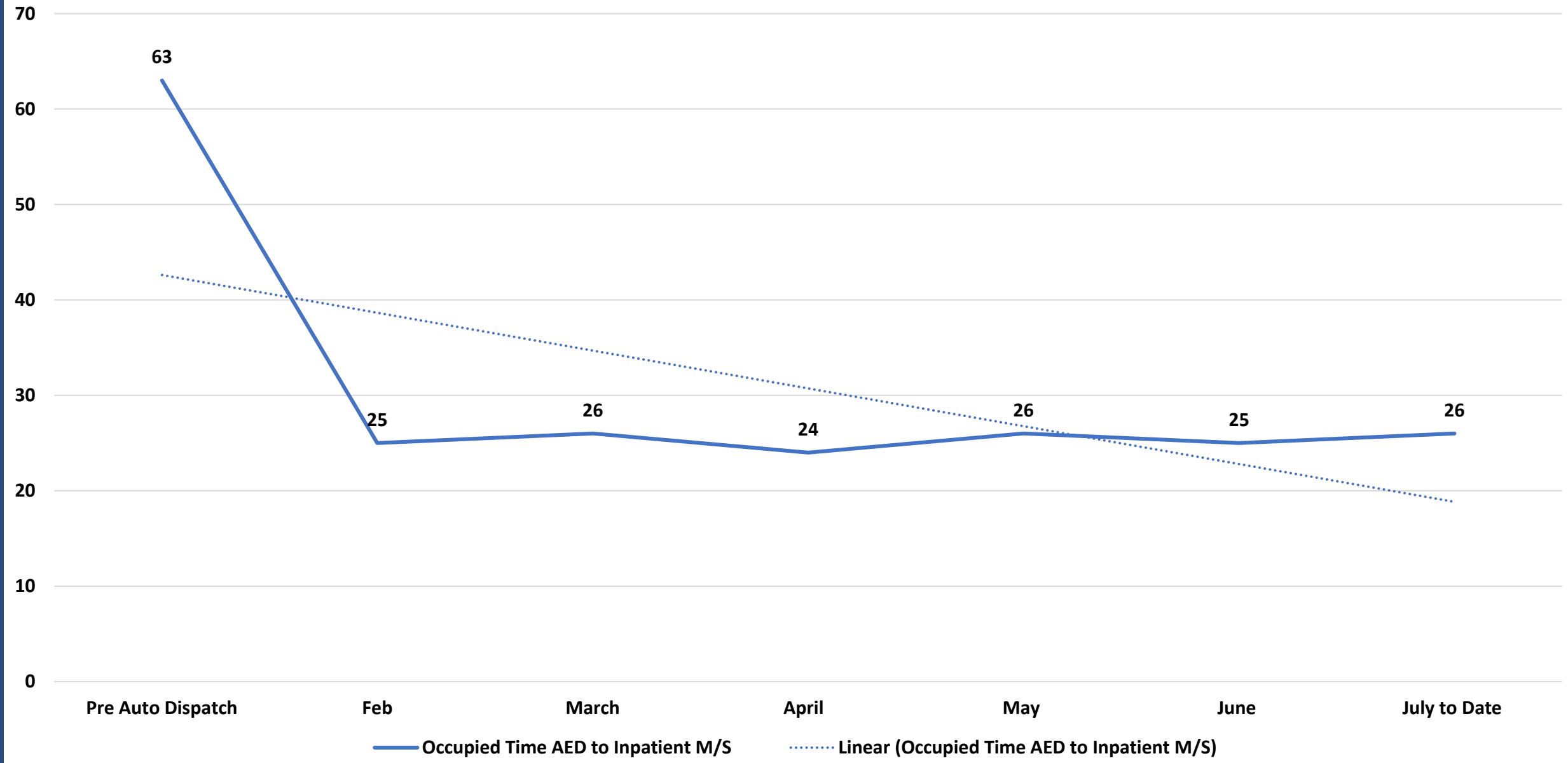
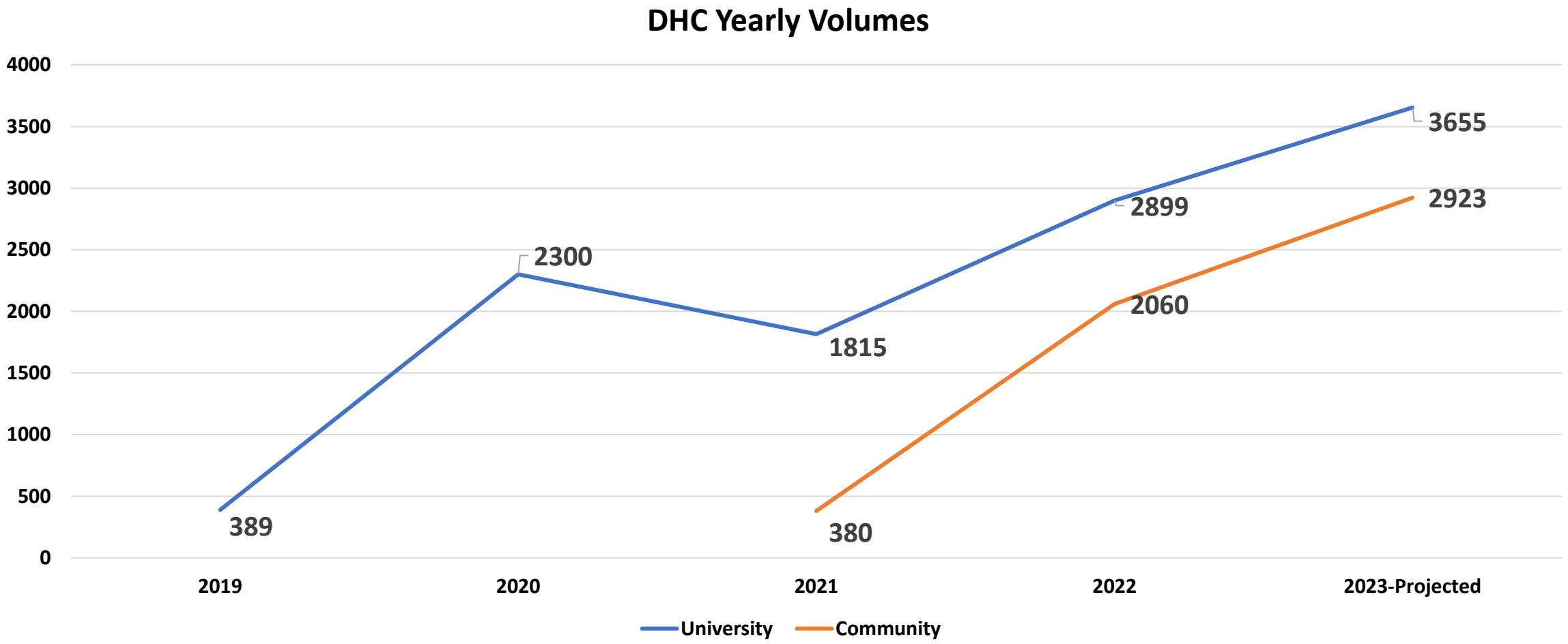
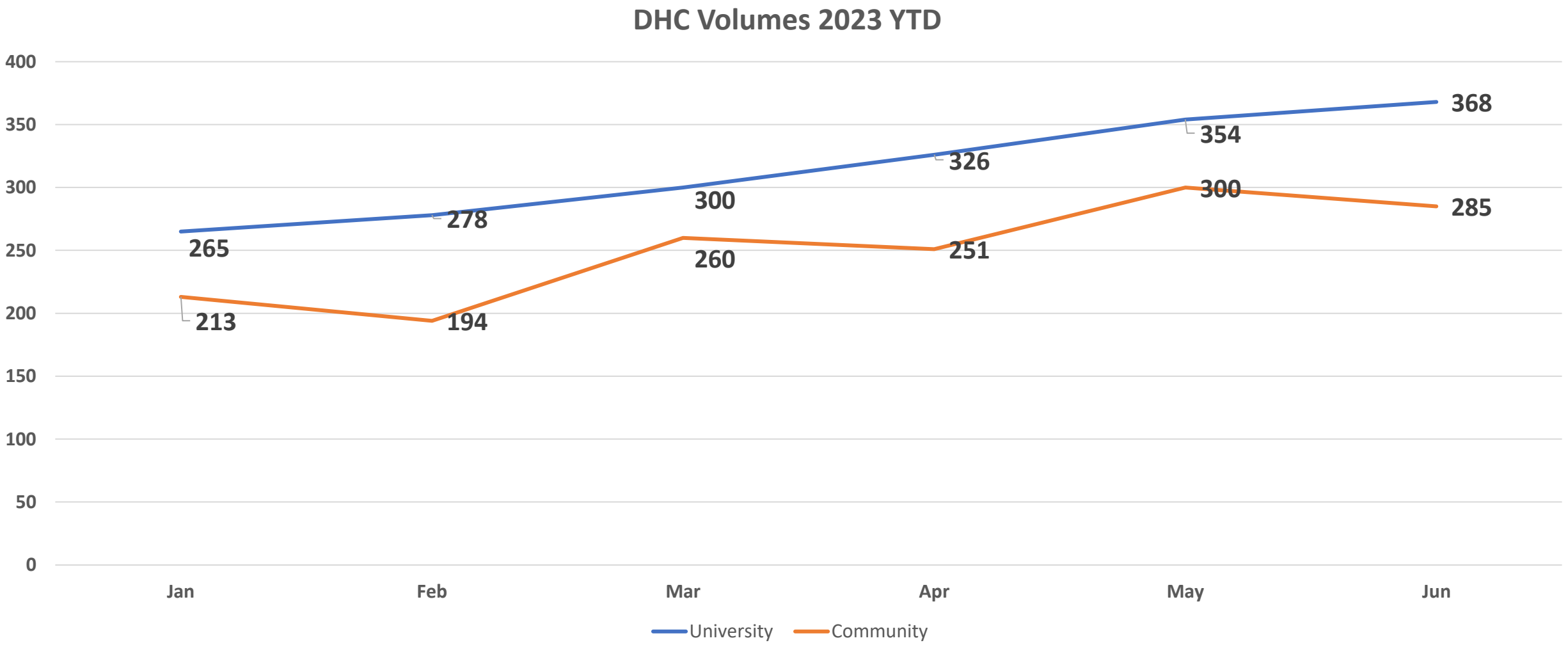
# Occupied Time ED to Inpatient M/S with Patient Transport



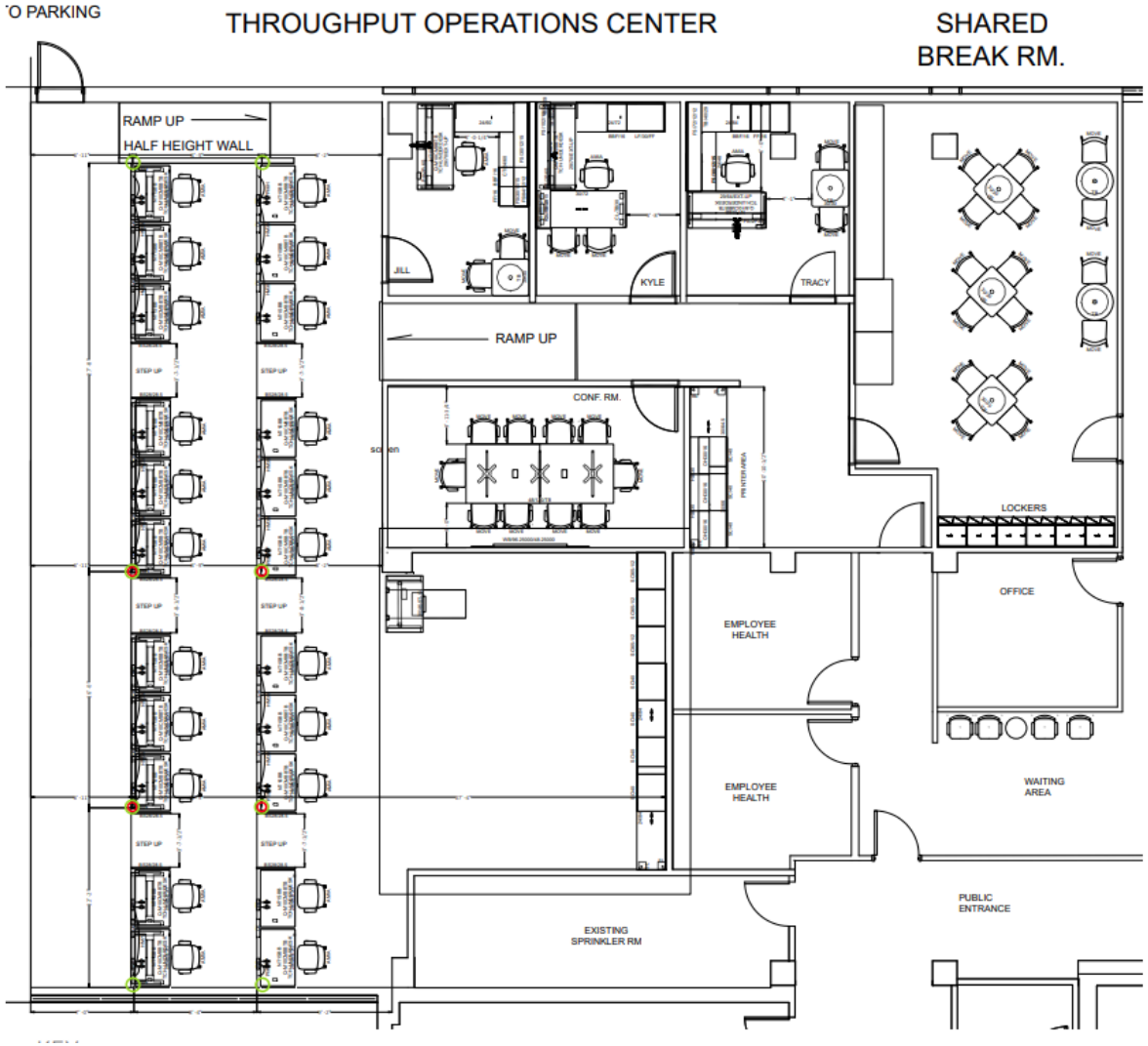
# Discharge Hospitality Centers



# Discharge Hospitality Center – University Hospital (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)

# Throughput Operations Center