Infor Location Based Intelligence for Emergency Departments

HEALTHCARE

Improve patient flow to increase throughput, safety, and patient satisfaction

Overcrowding, long wait times, and even longer hold times are prevalent in emergency departments. But by gaining a true understanding of the root causes of delays, you can improve the productivity of your emergency department operations and move patients from admission to discharge much more efficiently.

Using automatically collected, real-time location data, Infor® Location Based Intelligence for Emergency Departments software provides visibility into the flow of patients and staff throughout the department and across your facility, with insight into bottlenecks that cause delays in care. With access to live boards and mobile apps that provide deep visibility, communication is streamlined across the entire care team. Nurses and providers always know what's happening and what's next, and patients receive the care they need sooner. With the Emergency Departments solution from Infor Location Based Intelligence (LBI), organizations can:

- Decrease door-to-doc time
- Decrease diversion hours
- Decrease wait time
- Decrease left without being seen rates (LWBS)
- Increase throughput
- Increase patient and staff satisfaction

Visual workplace

Real-time access into of the flow of patients and staff across the emergency department creates a visual workplace for caregivers and staff. At any moment, they can easily see patient location, the status of their care, and what steps need to be taken next. Insights include:

- Customizable views of data most important to individuals or teams, displayed on desktop or wall boards

- At-a-glance visibility into patient's current location

- Visibility into both current and completed milestones for each patient

- Easy-to-read views of bottlenecks that are creating delays in care

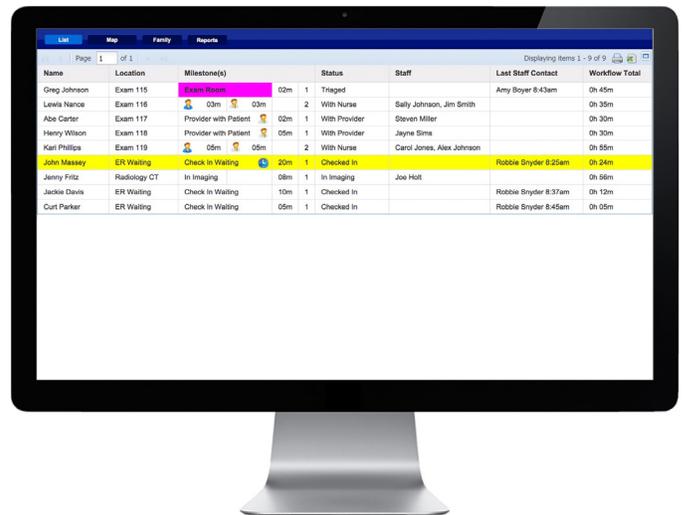- Integration with your EHR for further field customization

Infor Location Based Intelligence for Emergency Departments has built-in security, configuration flexibility to best enhance workflows, and scalability across healthcare enterprises. The open technology platform integrates with EHRs and other healthcare IT systems.

Streamlined care coordination

At-a-glance visibility into the location of staff, nurses, and physicians improves care coordination. Easily pinpoint team members with automatically updated views, and quickly communicate to team members with preset messages and visual alerts. Staff can send alerts and escalate the ones that require urgent attention, or they can send direct messages to simplify communication.
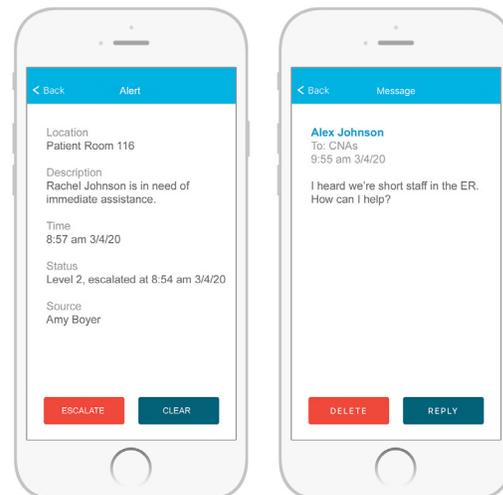

Automatically collected data gives care teams insight into key patient care milestones.

Improve care coordination with on-the-go visibility.

> ❝ **RTLS helps us predict workflow. It helps add control in an area of variation, lets people know when the next patient is in the room, and it's not guesswork— it's preparation. It helps us create leading indicators to predict what patient satisfaction is going to be at the end of the month, based on things such as wait time.**❞
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> HOSPITAL CEO, ON USING INFOR LBI FOR EMERGENCY DEPARTMENTS

Business intelligence and reporting

Business intelligence solutions from LBI provide access to operational data, historical trends, and advanced reporting to measure key performance indicators and drive continuous process improvements. Leverage the Reporting Library's standard, configurable reports, or use Infor's data with your preferred reporting tool. With automatic data collection that captures activities as they happen, no manual entries needed, you can rest assured that reports are accurate and up to date.

Patient flow report

Uncover trends and patterns in patient cycle time from check-in to check-out:

- Know how long patients are waiting before being triaged and then seen by a provider

- Understand how long patients are spending in the ED from check-in to discharge or disposition

Gain insight into patient flow milestones across patient visits.

Patient flow trend report

Identify trends and patterns in patient throughput metrics over periods of time. Compare actuals to established goals.

Gain a visual of trends in patient thoughput over time.

Patient visit details

Understand the moment-by-moment details of each patient's visit.

Drill down into the milestones for each patient's visit.

Emergency department dashboard

Gain at-a-glance visibility into key performance measures such as length of stay (admitted and sent home), ED hold time, door to exam room, door to nurse, and more, for immediate insights into bottlenecks that are causing delays in care.

• See arrivals, admits, and departures by time of day and acuity

• Review data over time to uncover trends and patterns in patient flow

• Drill into specific units causing delays in care or transitions, with filtering functionality to help narrow down to specific areas for improvement

• Compare average, peak, and targeted length of stay between patients being admitted versus those sent home

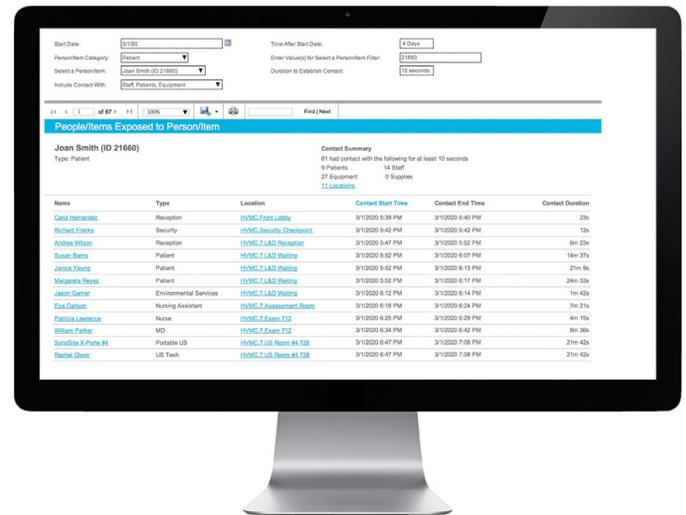Provides at-a-glance insight into the department's performance against metrics.

> ❝ I owe it to our staff to make sure that when they come to work, their environment is one where they can focus 100% of their time on how they're treating patients.❞
>
> HOSPITAL CEO, ON USING INFOR LBI FOR EMERGENCY DEPARTMENTS

Infection exposure report

Reduce the spread of infection by automatically tracking all interactions between patients, staff, and equipment.

• Automatically trigger alerts and task assignments for early detection and rapid containment

• Quickly identify people and assets that have been in contact with an infected person

• Easily provide reports to meet internal, Joint Commission, and CDC requirements

Quickly gain insight into the interactions between patients, staff and equipment to take immediate containment steps.

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