

A photograph of a busy hospital emergency department. In the foreground, a woman in purple scrubs stands at a white reception desk, talking to a woman in a green top and a man in blue scrubs. In the background, a man in blue scrubs walks down a hallway with a black and white checkered floor. There are medical carts, tables, and other staff members in the distance. The Infor logo is overlaid in a red square in the top left corner.

**BROCHURE**

# 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 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

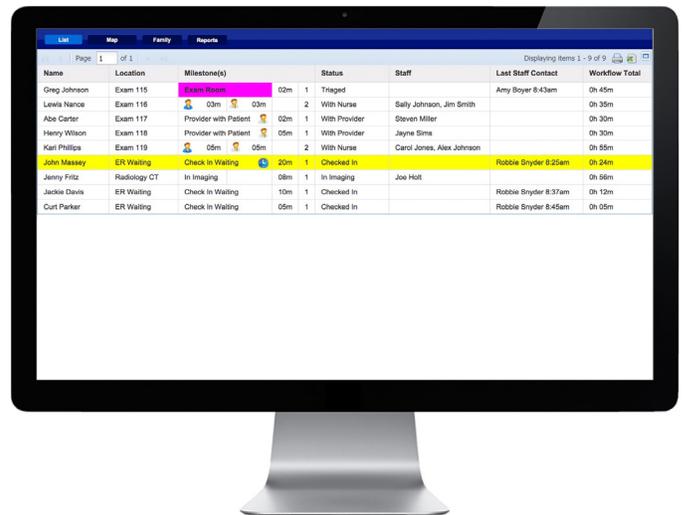
Infor Location Based Intelligence for Emergency Departments has built-in security, configuration flexibility to best enhance workflows, and scalability across healthcare enterprises. The open technology platform integrates with EHRs and other healthcare IT systems.

## 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.

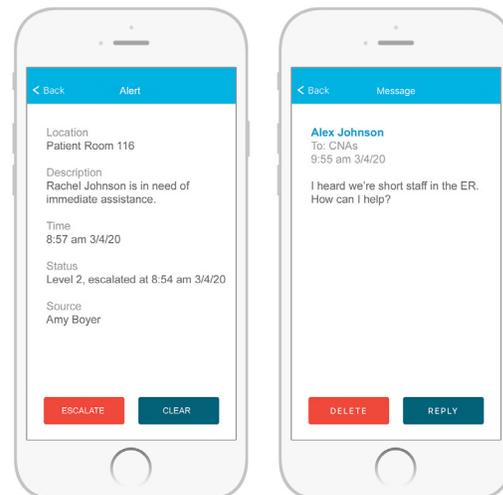
**“ RTLS helps us predict workflow. It helps add control in an area of variation, lets people know when the next patient is in the room, and it's not guesswork—it's preparation. It helps us create leading indicators to predict what patient satisfaction is going to be at the end of the month, based on things such as wait time.”**

HOSPITAL CEO, ON USING INFOR LBI FOR EMERGENCY DEPARTMENTS



Name	Location	Milestone(s)	Status	Staff	Last Staff Contact	Workflow Total
Greg Johnson	Exam 115	Exam Room	02m 1	Triaged		
Lewis Nance	Exam 116	03m 03m	2	With Nurse	Sally Johnson, Jim Smith	Amy Boyer 8:43am 0h 45m
Abe Carter	Exam 117	Provider with Patient	02m 1	With Provider	Steven Miller	0h 35m
Henry Wilson	Exam 118	Provider with Patient	05m 1	With Provider	Jayne Sims	0h 30m
Karl Phillips	Exam 119	05m 05m	2	With Nurse	Carol Jones, Alex Johnson	0h 55m
John Massey	ER Waiting	Check In Waiting	20m 1	Checked In		Robbie Snyder 8:22am 0h 26m
Jenny Fritz	Radiology CT	In Imaging	08m 1	In Imaging	Joe Hot	0h 56m
Jackie Davis	ER Waiting	Check In Waiting	10m 1	Checked In		Robbie Snyder 8:37am 0h 12m
Curt Parker	ER Waiting	Check In Waiting	05m 1	Checked In		Robbie Snyder 8:45am 0h 05m

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



Improve care coordination with on-the-go visibility.

## 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

### 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 throughput over time.

Milestone Summary		Summary by Patient Visit									
Milestone	Average Duration	Check In Time	MRN	Waiting	Triage	Nurse with Patient	Provider with Patient	In Imaging	Total Time		
Waiting	32m	3/4/2020 2:12pm	727	14m	07m	31m	24m	07m	3h 26m		
Triage	06m	3/4/2020 2:16pm	755	38m	05m	24m	32m	19m	3h 41m		
Nurse with Patient	38m	3/4/2020 2:54pm	824	47m	06m	50m	38m	-	5h 32m		
Provider with Patient	22m	3/4/2020 3:23pm	345	09m	07m	18m	34m	15m	2h 55m		
In Imaging	28m	3/4/2020 3:56pm	125	-	16m	42m	18m	-	3h 27m		
Total Time	4h 32m	3/4/2020 4:13pm	384	1h 04m	02m	57m	43m	-	5h 04m		
		3/4/2020 4:14pm	457	1h 15m	07m	1h 01m	07m	1h 27m	10h 55m		
			743	09m	02m	39m	16m	-	3h 46m		
		3/4/2020 4:15pm	242	23m	01m	33m	12m	-	3h 12m		
			709	-	14m	49m	11m	-	1h 12m		
		3/4/2020 4:23pm	567	54m	06m	44m	10m	20m	5h 18m		
			878	04m	01m	25m	18m	-	4h 46m		
		3/4/2020 4:27pm	295	36m	01m	35m	22m	-	5h 11m		
		3/4/2020 4:40pm	463	21m	09m	45m	14m	26m	4h 18m		
		3/4/2020 6:00pm	454	17m	03m	36m	27m	-	3h 14m		

Gain insight into patient flow milestones across patient visits.

### Patient visit details

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

MRN	Workflow	Location	Patient Time in Location	Milestone	Milestone Duration	Staff Name	Staff Type	Start Time in Location	Start Time	End Time
727	Emergency Department	Waiting Area C	26m	Waiting	26m	-	-	-	3/4/2020 8:16 AM	3/4/2020 8:42 AM
		Triage	07m	Triage	07m	Albert Schmidt	RN	07m	3/4/2020 8:42 AM	3/4/2020 8:49 AM
		Exam Room 103	1h 01m	In Exam Room	07m	-	-	-	3/4/2020 8:49 AM	3/4/2020 8:56 AM
				Nurse with Patient	05m	Charlie Jordan	RN	05m	3/4/2020 8:56 AM	3/4/2020 9:01 AM
				Nurse with Patient	15m	Charlie Jordan	RN	15m	3/4/2020 9:14 AM	3/4/2020 9:29 AM
				Provider with Patient	13m	Jennifer Cantrell	Physician	13m	3/4/2020 9:29 AM	3/4/2020 9:42 AM
				Nurse with Patient	05m	Charlie Jordan	RN	05m	3/4/2020 9:42 AM	3/4/2020 9:49 AM
				Provider with Patient	11m	Jennifer Cantrell	Physician	11m	3/4/2020 10:26 AM	3/4/2020 10:37 AM
				Nurse with Patient	12m	Charlie Jordan	RN	12m	3/4/2020 10:30 AM	3/4/2020 10:42 AM

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, door to provider, 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.

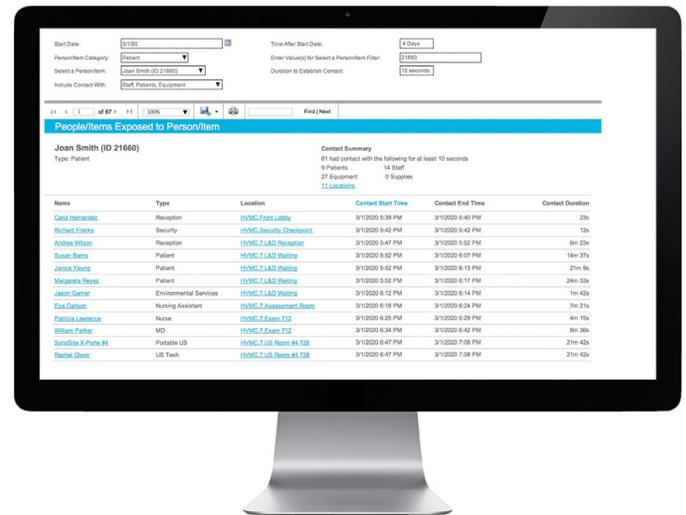
“ I owe it to our staff to make sure that when they come to work, their environment is one where they can focus 100% of their time on how they're treating patients.”

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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