

Type

**Analytic Accelerator**

Status

**Analytic Services**

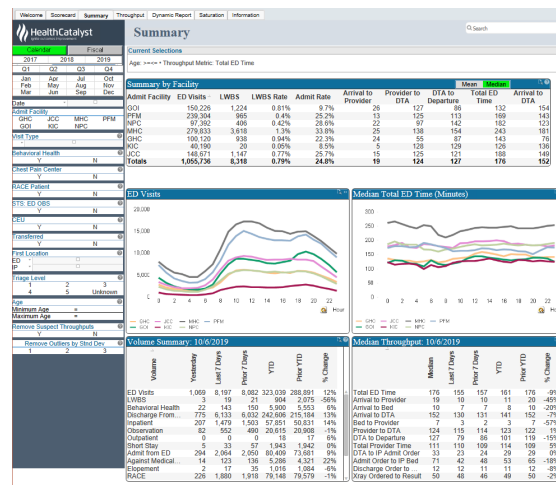
Revised

**2019-October-07**

## Technical Description

The **Department Explorer: Emergency Services** Analytics Accelerator provides multiple views of data pertaining to the operational efficiency, utilization, and financial performance of the emergency department (ED). By surfacing data in the context of specific ED process paths, the application enables deep analysis and meaningful insight that can be leveraged to save costs, improve utilization, and speed throughput.

Note that this application, like all Health Catalyst analytic accelerators, is implemented in a custom way; organizations identify their own areas of focus, process aims, and outcome goals. For this reason, the appearance and functionality of the application may differ from what is presented here.



## Background

Organizations who choose to implement **Department Explorer: Emergency Services** often do so in response to these pressures:

- **Waits, delays, and interruptions are so common in Emergency Departments** that patients and clinicians regard them as a standard part of receiving and providing care. Yet these issues seriously hamper the ability to deliver a positive patient experience—and to provide timely and appropriate care.
- **Obtaining actionable data necessary for demand/capacity management is challenging**, particularly trying to forecast demand while managing capacity. Appropriate, reliable data to help inform a surge capacity plan remains elusive.

## Accelerator Overview

Insight for better care, lower costs, and improved patient and provider experience

The Emergency Services application provides multiple views of data important for the efficient day-to-day operation of a pediatric or adult ED of any size, volume band, academic affiliation, or geographic location. It presents ED data separate from that of other hospital functions, giving users visibility into patient arrival to provider time, ED provider to disposition time, and disposition to admit or departure time. This yields insight into improvement opportunities that may contribute to outcomes such as a decrease in ED length of stay, faster ED throughput, and decrease in the number of patients who leave without being seen (LWBS).

## Benefits and Features

- **Access easy-to-consume, ED-specific data at the granularity you need.** The application provides a summary view—with detail drill-down capabilities—of metrics that reflect operational efficiency. The result? You can quickly and easily identify areas to improve.
- **Identify and understand trends and variation.** Tracking and trending historical volume, resource utilization, and scheduling data provide actionable information for identification of best practice as it relates to scheduling and impact of ancillary services on department throughput and quality.

## Intended Users

- ED leadership and teams
- Department leadership supporting ED (e.g., radiology, lab, pharmacy, etc.)
- Chief Operations Officer
- Chief Medical Officer
- Chief Nursing Officer
- Chief Quality Officer
- Chief Patient Safety Officer

## Use Cases

- The **ED Medical Director** assembles a small team to find ways to speed department throughput. Using the information provided via the app, they identify an area of significant variation—in this case, patient arrival to room time—and explore data from the most efficient ED shifts. Based on comparison with best-performing shifts, they set appropriate time targets, standardize triage, and roll out education on the new process. The team continues to use the application to monitor performance against the new time targets, gauge impact on important outcomes like the volume of patients who leave without being seen (LWBS) and overall ED length of stay (LOS), and scan for additional opportunities to improve efficiency.

## Data Sources

This product may leverage one or more of the following sources:

- EMR - Clinical
- Finance/Costing
- Patient Satisfaction
- Other:

Other as needed:

- Scheduling information system
- ED information system

## Key Measures

- Volumes
- Length of stay (LOS) and sub-cycle times (e.g., arrival to room, provider to disposition, etc.)
- Scheduling
- Efficiency comparatives (e.g., performance vs. expectation for LOS and sub-cycles)

## Contact us today

For more information on how Health Catalyst products and services can help your organization, please contact us in one of the following ways: - Contact your sales representative - Call us at (855) 309-6800 - Email us at [info@healthcatalyst.com](mailto:info@healthcatalyst.com)

---

This document provides an overview of technology which has been developed by Health Catalyst. We are continuously improving our products and services and we reserve the right to make changes in specifications and features shown herein, or to discontinue the product described at any time without notice or obligation. Some technology may not be available for deployment based on current product status.