



# RealTime - Length of Stay Reduction

RealTime from Allocate Software is a programme of clinical process improvement consultancy backed up by real time decision support, discharge planning and patient flow management software.

RealTime will help you rapidly free up beds by reducing length of stay through the innovative re-engineering of clinical process around discharge planning and patient journeys. The process improvement is clinician led, based on a proven clinician developed methodology that enables all aspects of discharge planning to be clinically driven and collaboratively managed.

"The length of stay reduction project is the most successful project we have ever had. It is the best example of continuous improvement I have ever seen. We reduced our ALOS for Medicare by 30% and saved \$10-15M annually."

Roger Parsons, Chief Financial Officer, San Antonio Community Hospital, Upland, CA (300 acute care beds)

## RealTime Length of Stay - Key benefits

- **Rapidly free up beds by reducing the length of stay**
- **Prevention of winter bed crises**  
Reduced mortality  
Improved long term capacity planning
- **Admission of patients to appropriate wards**
- **Easier and more appropriate patient transfers**
- **Improved infection control: surveillance; risk management; outbreak management; cross-infection management; post-infection management; report, analysis and audit**
- **Benefits within existing performance improvement work-streams – for example, 18-week wait, and 4-hour targets in A&E**
- **Metrics for measuring performance are collected automatically**
- **Web-based allowing access via secure intranet access out of hours, deployment across multiple sites, virtual wards, use of mobile devices**
- **Improve financial performance by improving clinical performance**

## RealTime Length of Stay Background

One of the most critical challenges for healthcare providers today is the management of the patient discharge process. Organisations not able to effectively manage this process face increased staff time in planning and assigning patients to beds and increased costs through alternative placement of patients when beds are not ready and available when needed. Applying technology in the right manner addresses these process needs.

The RealTime software application is based on a methodology that has been tried and proven for over 20 years in the United States. The software provides Trusts with a clinically driven ED and inpatient flow management, clinically driven discharge planning, real time bed states, full Admit / Discharge / Transfer functionality (ADT), location-based infection control support, and comprehensive evidence-based KPI reporting. RealTime can integrate operational and clinical process like no other IT system because it has been designed from the outset to support transformational performance improvement, and is therefore built on a highly detailed performance metrics repository for full decision support, audit trail, capacity planning and ongoing business management.

## RealTime Length of Stay - Capabilities

Clinical Process Improvement Methodology, backed by software

The Clinical Process Improvement methodology encompasses three key phases: Assessment, Planning, and Implementation. During the assessment phase, existing discharge planning and bed management processes are evaluated through observation; interviews with staff, consultants and management; and through the review of documented policies, procedures, reports and medical records. This culminates in a defined set of recommendations for improvement. The planning phase consists of the design of new workflows to address gaps between existing and desired processes that have been identified during the assessment phase.

### Clinically Driven

RealTime sets and monitors local targets for Length of Stay and enables comparisons with national guidelines on best practice. Care pathways in RealTime are managed as clinically driven, structured, high-level milestone checklists which, in combination with the integrated discharge documentation (IDD) with Single Assessment offer the capture of processes and compilation of discharge documentation across multiple departments.

**Integrates Care & Discharge Planning**

From the point of admission, RealTime integrates Care Planning and Discharge Planning, tracking key indicators and prompting interaction and communication amongst the care team. RealTime drives the handover of patients from acute care, and simplifies the Single Assessment Process.

**Infection Control**

RealTime immediately displays positive lab results for infected patients and alerts staff. Automatic patient journey reports list possibly infected neighbours, detailed lists of all infected patients, and more. RealTime tracks performance for infection control KPIs that you need to monitor.

**Tracks & Manages Delayed Discharge**

RealTime enables you to focus on issues that are causing delays, so that staff can clinically re-plan and manage those issues - leading to process improvements and greater control. KPIs track reasons for delayed discharge in real time, enabling discharge planning staff to act on service failures rapidly. Variance and breach reasons provide the evidence you need to justify investment and change to generate further improvement.

**Real Time Data, Real Time Business Support**

RealTime gives visibility in real time of all bed states and patients' discharge readiness and progress against their pathways, while driving an analysis engine that continually measures, analyses and reports all activity against agreed KPIs both historically and in real time.

**RealTime Benefits**

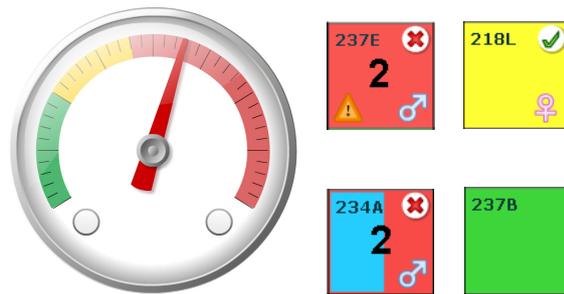
RealTime delivers a wide range of customer benefits including:

- Joins up the thinking of all stakeholders in discharge plans, from physio to senior consultant, enforcing a collaborative and clinically driven model of working on discharge plans across the entire organisation
- At a glance bed occupancy levels and real time bed states that are up to date and accurate in real time with comprehensive 'patient at a glance' indicators based on every patient's status in their discharge plan
- Uses computer-assisted outlier prevention and outlier identification
- Provides evidence and trend-based capacity planning support
- Gives you 24x7 evidence of all Key Performance Indicators
- Because RealTime is web-based, staff throughout the hospital – even when located across multiple sites – can see what's happening as it happens.
- Works 'above' the PAS and basic clinicals, integrating to them where necessary.
- Reduce Costs & Improve Quality, carers benefit

from checklists and reminders. Costs and efficiency savings can be realised as more patients become clinically fit for discharge earlier than previously was the case. Cancellations of planned admissions are reduced, improving the quality of service to patients.

**Information at Your Fingertips - RealTime Data**

Based on an easy to use 'dashboard' system with graphical displays of Key Performance Indicators, RealTime gives you 'live' information based on best clinical practice, thus saving staff from having to carry out complicated analysis of spreadsheets and information in various other systems. Content and criteria are not prescriptive and can be modified at will; for example, you can import, manage and modify all your checklists and vocabularies in RealTime.



**RealTime Next steps**

For more information about RealTime please contact your Allocate Account Manager .

Or visit [www.allocatesoftware.com/realtime](http://www.allocatesoftware.com/realtime) You can also arrange an application demo and arrange to meet a customer. Please visit the website above, or: Phone +44 (0)20 7355 5555

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