



IQVIA Health Flow

GCloud 15 Service Definition

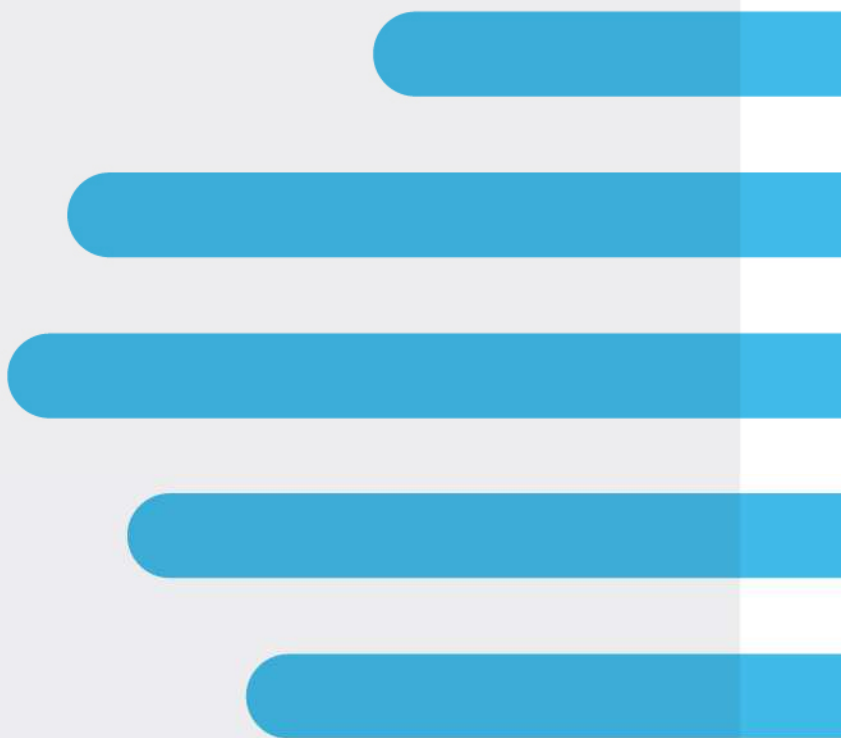


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IQVIA HEALTH FLOW | CONTEXT

IQVIA Health Flow is a solution designed to support capacity management for healthcare providers starting from the design phase by providing powerful capacity simulation capabilities leading to the execution phase where the right information is provided at the right time to the right person to trigger the right actions.

The context of IQVIA Health Flow:



Figure 1

Quality of Care

Aligning the demand for care and the supply of care has a positive impact on the quality of care.

- Applicable for every process, but even more so for a care process, is the fact that a reduction of variability has a positive quality impact on the outcome.
- Ensuring an optimal patient to nurse ratio leads to better quality of care.
- Ensuring that the patient is admitted on the preferred ward leads to a better quality of care.

Patient Satisfaction

Integrated capacity management leads to higher patient satisfaction thanks to

- Reduction in waiting lists and waiting time
- Optimal Patient flow for planned and unplanned care

- Respect for patient preferences (e.g., Single room preferences)

Employee Satisfaction

Reduced variability in terms of capacity planning leads to increased well-being for the employees thanks to:

- More predictable planning and less (unexpected) overtime, leading to a better work life balance
- Reduced 'work peaks', leading to a reduction in stress
- Reduced operational overhead, leading to more productive time thanks to automated data capture
- Increased insight leads to less frustration. Most of the capacity peaks are planned peaks. By providing the right (predictive) information at the right time to the right person, IQVIA Health Flow provides insight on the impact of planning on the other entities within hospital.
- Increased insight leads to 'empowered' employees. Instead of choosing for a wall of screens in a 'command center', IQVIA Health Flow targets the individual stakeholder in the care process. The screens are designed to deliver personalised information that trigger decisions and actions. Feedback from the users indicate that by doing this they can more capitalise on their competencies and have a more positive feeling of involvement.

Budget satisfaction

The focus on integrated capacity management by means of IQVIA Health Flow has a very positive budgetary impact thanks to:

- A digital twin of the hospital that allows for powerful capacity management simulations leads to identification of optimal capacity needs
- Reduction in variability leads to more optimal use of existing capacity. Studies show that a reduction of variability of 5% can lead to 15%-20% more activity within the same capacity boundaries.
- Reduction in waste leads to a reduction in cost. Examples:
 - Meals delivered for patients already discharged
 - Cleaning of rooms on the day that the patient will be discharged
 - Overtime or extra resources due to unexpected capacity needs
 - Sick leave due to stress factors
- Focus on expected/justified length of stay leads to a reduction in 'underfinanced' stays.

IQVIA HEALTH FLOW | SOLUTION

IQVIA Health Flow is a SAAS solution running in Microsoft Azure that consists of 2 modules: IQVIA Health Flow Insight and IQVIA Health Flow Manager

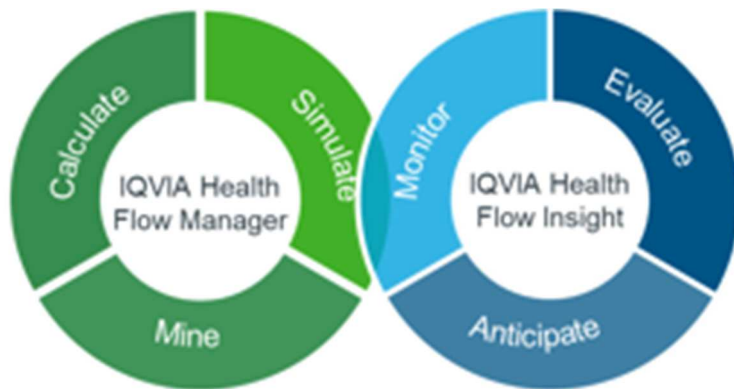


Figure 2

IQVIA Health Flow Insight:

IQVIA Health Flow Insight monitors in real-time the patient activity in the hospital, ambulatory care facility, or Emergency department. Set-up can be done for an individual hospital or a network of hospitals. Forecasting algorithms provide insight in how this activity (planned and unplanned) will evolve in the coming hours, days, or weeks. This information is used to provide insight in the current and future capacity needs in terms of beds and staffing. In the near future this will be expanded to other capacity chapters.

IQVIA Health Flow provides predictive insights to the different stakeholders to trigger the right actions at the right time and this with a minimal impact on the organisation and the way of working. This is done by using role based (mobile) screens and the use of an intelligent alerting engine. The content of the screens can be highly customised and is defined by the combination of chapters, levels, and target groups

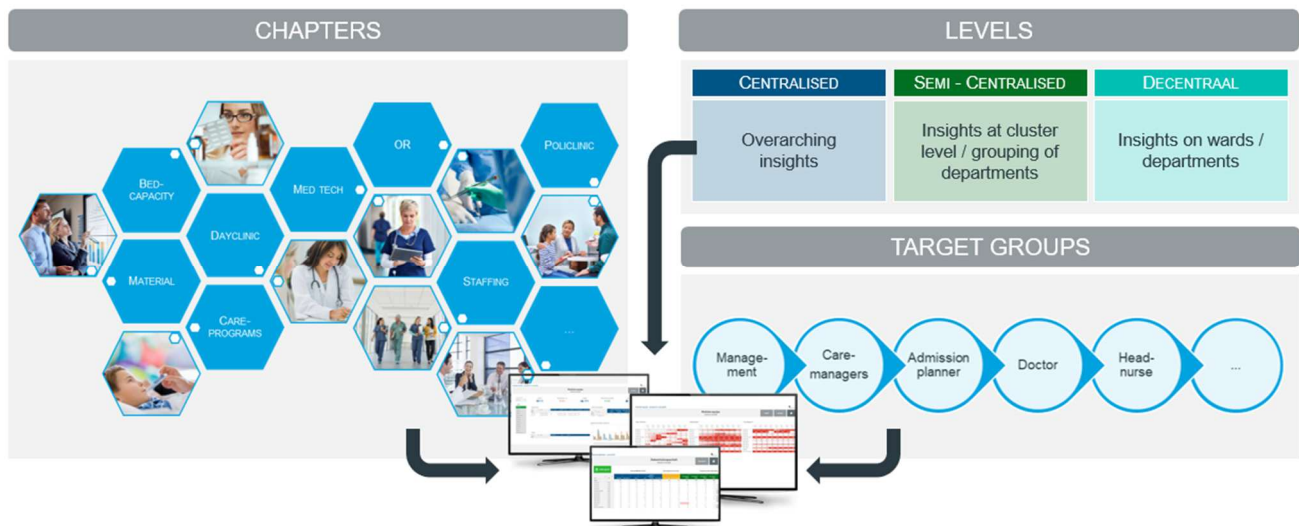


Figure 3

IQVIA Health Flow Manager:

IQVIA Health Flow Manager is the Digital Twin of the hospital (network) designed for capacity related simulations. It is fed with the information flowing from IQVIA Health Flow and additional datasets that can be loaded depending on the use case. IQVIA Health Flow Manager provides an intuitive interface to create custom data models and powerful data science capabilities to map towards capacity and activity pathways.

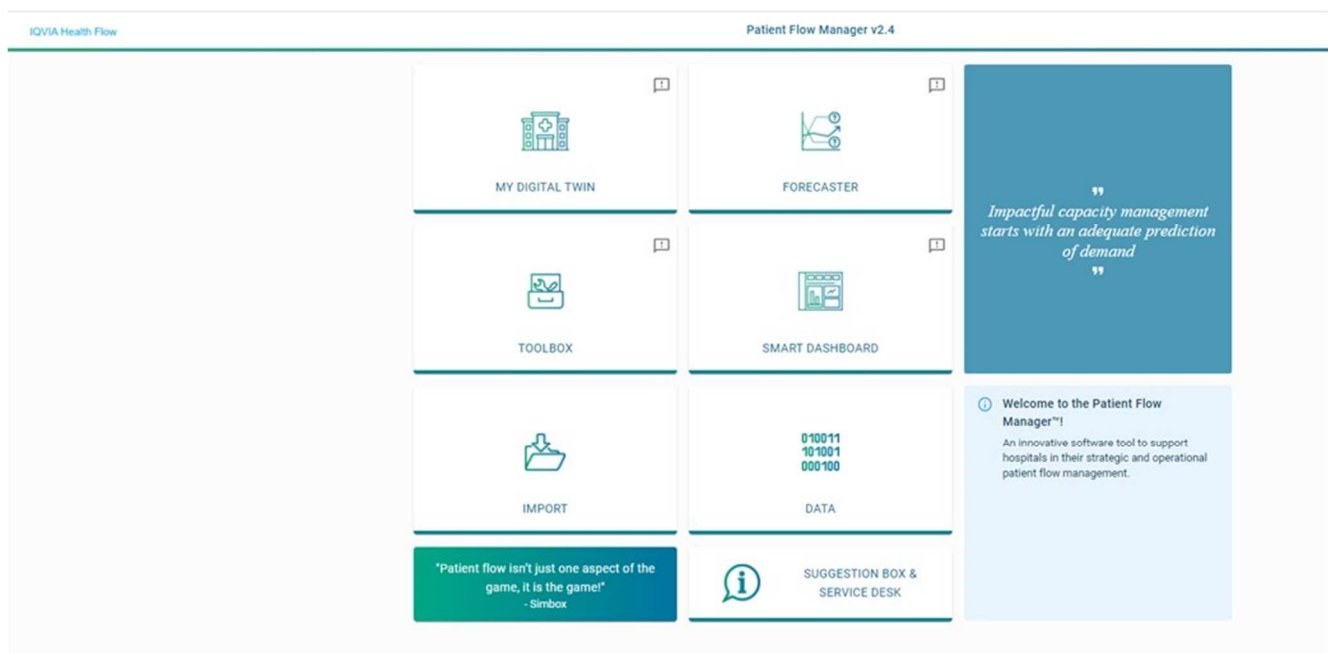


Figure 4

IQVIA Health Flow Manager is used to learn lessons from the past. For example, to suggest the capacity potential if the hospital would have planned differently in the past week. It can also be used to perform simulations for the future. 'What is the impact on my bed capacity and staffing if I change my OR Schedule?', 'What is the optimal planning for my outpatient

clinic?', 'How much capacity do I need to foresee in my new building?', 'If I want to reduce waiting times by 'X' what is the impact on my capacity needs'.

Contact IQVIA

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