

IQVIA Health Flow

The key to effective capacity management, and predictive insights.

Enhancing capacity management for improved healthcare efficiency

IQVIA Health Flow is a solution designed to support capacity management for healthcare providers starting from the design phase. By offering robust capacity simulation capabilities, we ensure that the correct information is delivered to the right person at the right time, effectively triggering appropriate actions during the execution phase.

Capacity Management Process



IQVIA Health Flow Insight

IQVIA Health Flow Insight monitors real-time all patient activity within the hospital (ambulatory, day, emergency). Forecasting algorithms calculate how this activity, whether planned or unplanned, will evolve in the coming hours, days or weeks. This activity data are used to provide insights in the current and future capacity needs in term of beds and staffing. IQVIA Health Flow provides predictive insights to the different stakeholders to trigger the right actions, at the right time, with... a minimal impact on the organization and the way of working.

How does it work?

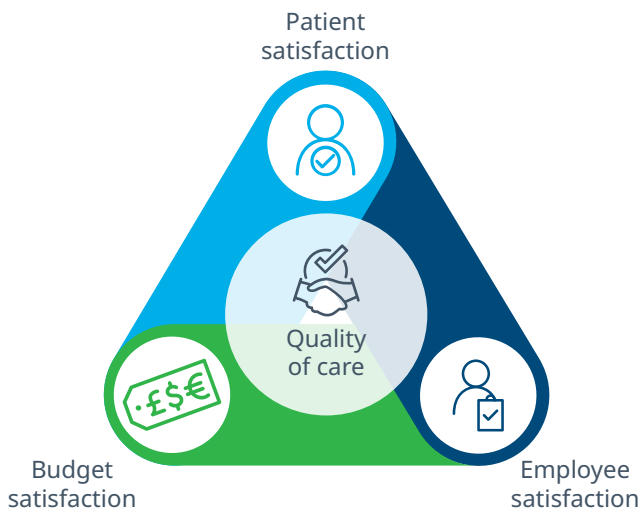
In an environment where demand can change in an instant, it helps to understand what is happening at that point in time and what will happen if certain actions are taken. Once the variability within the system and its impact are understood it is possible to use these insights to search for solutions through simulations.

IQVIA Health Flow was developed to address the inherent variability in patient flows within healthcare environments. This variability, especially during peak times, can create work pressure and associated risks. Conversely, during periods of low activity, there is a potential for inefficient utilization of system capacity, including bed occupancy.

IQVIA Health Flow Manager

IQVIA Health Flow Manager serves as the digital twin of a hospital network, specifically designed for conducting capacity-related simulations. It functions by utilizing data from IQVIA Health Flow, along with additional datasets that can be incorporated based on specific use cases. With its user-friendly interface, IQVIA Health Flow Manager allows for the creation of customized data models and empowers users with robust data science capabilities to effectively map capacity and activity pathways.

IQVIA Health Flow aims to enhance planning and optimize capacity management for improved efficiency and alignment.



- **Quality of care** – Aligning the demand for care and the supply of care has a positive impact on the quality of care.
- **Patient satisfaction** – Integrated capacity management leads to higher patient satisfaction.
- **Employee satisfaction** – Reduced variability in terms of capacity planning leads to increased well-being for employees.
- **Budget satisfaction** – The focus on integrated capacity management by means of IQVIA Health Flow has a very positive budgetary impact.

The implementation of IQVIA Health Flow has several dimensions. Not only technical feasibility but also management and organizational impact are key success factors. Many current processes and source systems are not used for logistics management, so it is important to demonstrate the difference between the way we work now and what is required to be able to work successfully with the methods around IQVIA Health Flow. For this purpose, IQVIA has defined an implementation approach that enables the organization to make the right choices regarding implementation.

SUBSTANTIATED CAPACITY MANAGEMENT

Combining operational data with predictive analytics allows you to reduce variability in your capacity needs thanks to:

- A better understanding of your needs in terms of patient flows, bed capacity and staffing
- Real-time data for leveraging the available capacity
- Quickly identifying bottlenecks in capacity and work processes to ad-hoc to reduce interventions
- Supporting information to improve important work processes such as cleaning rooms
- Optimization of the operation room planning to prevent irregular flow

Measurable improvements

The benefits of addressing capacity fluctuations with IQVIA Health Flow are concrete and measurable:

1. Optimize bed capacity

Always have an up-to-date action-driven insight into your current, predicted and planned occupancy. This will let you achieve capacity gains of 5% to 10%

2. Reduce workload

With up-to-date and predictive insights on how much personnel is needed. These insights are enriched with suggestions so that you can meet the staffing and align with the demand in order to reduce workload. In addition, you could decrease interim hours and overtime hours by 40% to 70%

3. Fine-tune planning

IQVIA Health Flow allows you to plan and adjust the bed capacity and search for optimization possibilities thus helping you improve your bed capacity by 5% to 10%