Feasibility and Clinical Value of Hospital Capacity Command Centres to Manage Patient Flow

**What is a command centre?**
- **Co-location**: Co-location of interdisciplinary workgroups
- **Patient Flow Management**: Management of two or more processes related to patient flow
- **Real-time data**: Real-time data integrated from various sources
- **Predictive analytics**: Artificial intelligence and machine learning for predictive analytics

**FINDINGS**
- **Improved** patient flow indicators e.g. ED boarding time, length of stay
- **Improved** workflow efficiency
- **Increased** patient satisfaction
- **Low quality of evidence**: Uncontrolled before-after study designs

**METHODS**
- **16** Hospital capacity command centres identified via a **scoping review**
- **5** Hospital capacity command centres provided **experiential data**

**Predictors of Success**
- **Data Infrastructure**: Understand the local data context and needs, and identify key indicators
- **Culture Change**: Obtain buy-in from all stakeholders
- **Costs**: Establish needs based on space, software and human resource requirements

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