

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



REAL-TIME DATA

Real-time data integrated from various sources

PATIENT FLOW MANAGEMENT

Management of two or more processes related to patient flow

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