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The Healthcare Gridlock

THE HEALTHCARE INDUSTRY IS COMPLEX AND INTERDEPENDENT.

The problem? A single roadblock can bring the system to a grinding halt— with serious consequences.

The Healthcare Siloes

In healthcare, there are three primary players:

- **PATIENTS**
- **PROVIDERS** Doctors & nurses
- **PAYERS** Insurance companies

Each has their own priorities...

- Seek an engaged and personalized experience
- Provide the highest quality of care
- Balance the cost and quality of care

...but they stay in their own lane and rely on independent software systems.

This leads to major frustrations, chiefly poor communication, uncoordinated care, and inefficient workflows.

A Not-So-Patient Journey

Challenges arise from the moment a patient walks into a hospital.

Step 1 ENTERING THE EMERGENCY DEPARTMENT

Overcrowded emergency departments are often the first point of contact for a patient.

43.3 per 100 people visit the ED annually in the United States.

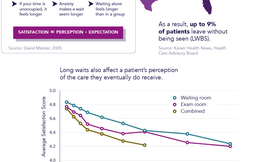
Source: CDC

6 out of 10 of these patients wait longer than 15 minutes just to be seen.

Step 2 PLAYING THE WAITING GAME

Patients are willing to endure up to 2 hours in the emergency department, but wait times often surpass that.

Median length of a stay in the emergency room before admission to the hospital



As a result, **up to 9% of patients** leave without being seen (LWBS).

Source: Kaiser Health News, Health Care Advisory Board

The Psychology of Waiting Lines

- If your time is unoccupied, it feels longer
- Anxiety makes a wait seem longer
- Waiting alone feels longer than in a group

SATISFACTION = PERCEPTION − EXPECTATION

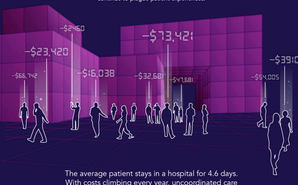
Source: David Maister, 2005

Long waits also affect a patient's perception of the care they eventually do receive.

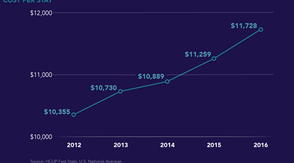
Source: Apprentice Health

The True Cost

After they're admitted, inconsistent flows continue to plague patient experiences.



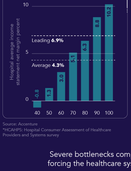
The average patient stays in a hospital for 4.6 days. With costs climbing every year, uncoordinated care adds to these costs by extending the stay.



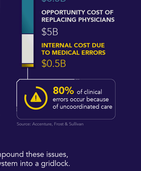
Source: HCUP Fast Stats, U.S. National Average

Uncoordinated care also creates a dire strain on resources.

The resulting physician burnout costs the U.S. health system $32B annually.



Source: Accenture
*HCAHPS: Hospital Consumer Assessment of Healthcare Providers and Systems survey



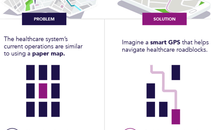
80% of clinical errors occur because of uncoordinated care

Source: Accenture, Frost & Sullivan

Severe bottlenecks compound these issues, forcing the healthcare system into a gridlock.

What's Causing the Jam?

Disjointed communication and a lack of visibility across systems are major reasons for these standstills.



PROBLEM

The healthcare system's current operations are similar to using a **paper map**.

- No updates based on the current situation
- Time-consuming to figure out specific route to a destination
- Show multiple routes, but not the fastest way to get there

SOLUTION

Imagine a **smart GPS** that helps navigate healthcare roadblocks.

- Real-time, dynamic updates on the current situation
- Knows where you are, and where you need to go
- Filters only the appropriate and relevant information

Source: Accenture, Frost & Sullivan

LEIDOS HEALTH COMMAND CENTER SOLVES HEALTHCARE TRAFFIC JAMS.

The coordinated technology suite rapidly identifies and reduces bottlenecks and delays in the care process.

This improves the operational flow of hospitals—so that patients, providers, and payers all reach their destinations safely and efficiently.

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