

# The Athena Command Centre

Improve the quality of patient care with the incorporation of predictive AI and data analytics.

## Business Challenge

**Hospital Data Often Overlooked:** NHS hospital staff typically rely solely on Electronic Patient Records (ERPs), overlooking valuable data like ambulance information. This lack of comprehensive patient data can lead to inaccurate forecasting and resource allocation, ultimately affecting patient care.

**Hidden Hospital Bottlenecks:** Without a comprehensive analysis of hospital data, issues related to patient flow, such as delayed discharge and resource usage often remain unnoticed due to a reliance on retrospective reporting. These inefficiencies can hinder the provision of effective patient care.

**Gaps between Teams:** Poor links between different parts of the system and limited clinical engagement can lead to significant inefficiencies between teams, A&E and ward information flows. Boarding out with speciality can lead to hours of extra time on ward rounds for consultant and clinicians.

## Our Solution

The Athena Command Centre addresses these challenges by providing multi-disciplinary hospital flow teams with decision-ready data. This platform offers a real-time view of the hospital's operational status, identifying existing pressures and bottlenecks. Moreover, it leverages advanced analytics for predictive modelling with over 86% accuracy rates.

The Athena Command Centre incorporates predictive modelling to identify patients at risk of admission or delays, allowing for early intervention. This web-based and mobile solution is accessible to consultants, managers, and staff, improving both patient experiences and staff efficiency. It has demonstrated notable reductions in emergency department waiting times, bed boarding, and delayed discharges.


## Why Catalyst

Athena Command Centre enables hospitals to collect real-time patient data directly from ambulances enroute to the hospital to individual patients being discharged, improving the handover process and expediting patient treatment and discharges. It assists in relieving the burden on hospital staff by offering predictive analytics for better resource allocation. This results in improved patient management, care, and staff engagement. Patient flow teams can access this data in real time and also assess changes every 4 hours to plan for shift changes aligned to predicted future demand.

## Benefits

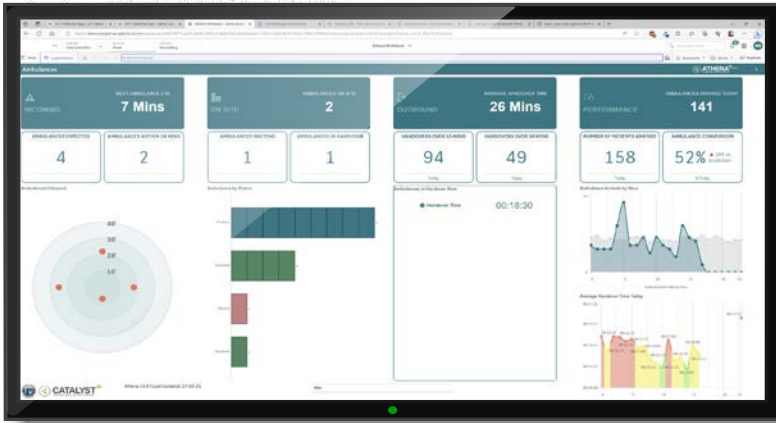
- Improved patient management, care, and experience
- Increased staff engagement, morale, and improved data quality
- Prevention and proactive intervention in respect of unnecessary patient hospital stays
- Up to 86% efficiency rate of predicting whether a patient needs a bed upon arrival to hospital
- A reduction in administrative burden on clinical staff, with the ability to release time back to patient care
- Ability to collect and upload patient data straight from the ambulance in real time
- Respond more effectively to patients during the ambulance-to-hospital handover
- Treat patients faster for quicker discharges
- Ease burden on hospital staff through predictive analytics
- Effective allocation of beds into the right location and speciality area saving time for clinical rounds

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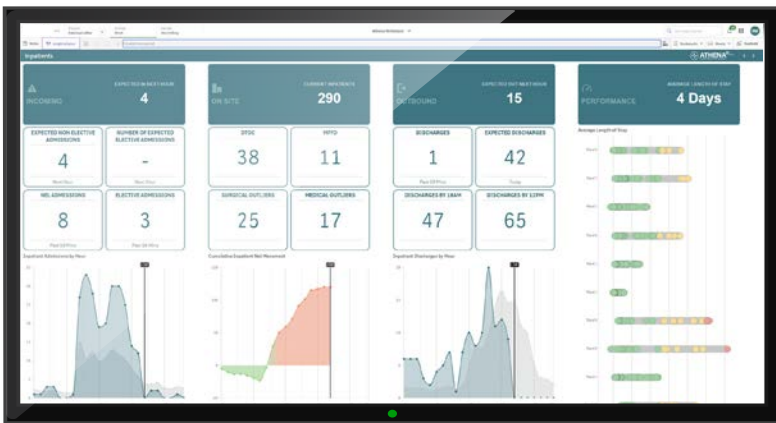
## Ambulance



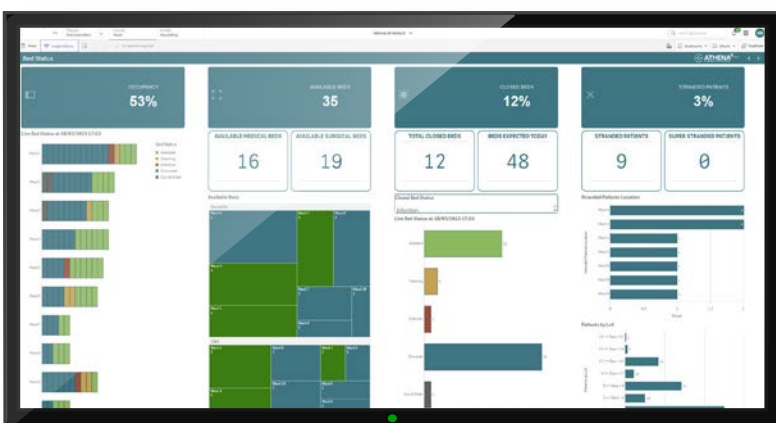
## Emergency Department



## Inpatient



## Bed Status



*“The real-time hands on support provided by CatalystBI has allowed us within NHS Tayside to gain the skills, expertise and confidence to develop more specialised Command Centres hosted using the same product and viewing platform. This has created a ground-breaking opportunity to view a complex whole system patient flow pathway from arrival to departure.*

*We now have the ability to view everything in one place, one source of information on current hospital status with visible alerts to any potential or current flow issues. This has helped support the transformation of NHS Tayside in to a data-driven organisation that uses evidence-based data to understand and support their patient flow.”*

**Jenni Woods - Health & Business Intelligence Lead, NHS Tayside (HBI Team)**

*Importantly we do not only want to know where we had been so far in the day, nor where we are at, at any particular moment, but to have the facility to predict what the rest of the working day would look like in respect of demand and capacity. This enables change actions which anticipate, and so provide for, challenges in the patient flow, demand/ capacity profile.*

**Professor Grant Archibald - Chief Executive, NHS Tayside**

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