GE HealthCare

# Expediting patient bed assignments

**Case study: Duke University Health**

## Background

Patient placement for a full-service tertiary and quaternary care 1,000+ bed Academic medical center faces decisioning and timeliness challenges every day. The demand for beds often exceeds capacity and prioritization decisions need to be made for each portal of entry. This can lead to long lead times in assigning patients to beds as well as a dependence on "calling" and "escalating" to get a status update or a patient assigned to a bed.

## Problem

Long lead times and tremendous individual effort to get a patient assigned to a bed.

A "plan for the day" is established each morning but not adjusted as conditions change.

Changing levels of pressure within each portal of entry throughout the day.

Varying degrees of success dependent on who is staffed in patient.

## Objective

A way to ensure that the organization places patients in consistent and efficient manner that gives the patient placement team more time to focus on the difficult placements while balancing the dynamic organizational needs.

## Approach

Implement Patient Placement Prioritizer Tile, a tailored machine learning algorithm application, matching specific patient needs and organizational pressures with current resources available.

## Result

**66%**[1]

Reduction in the time from bed request to bed assigned.

[1]All metrics provided by Duke Hospital. Bed assignment time decreased from .8 in 2020 to .3 in 2021, 2022, and 2023.

At GE HealthCare, we see possibilities through innovation. We're dedicated to providing integrated solutions to make hospitals more efficient, clinicians more effective, therapies more precise, and patients healthier. Together, we're creating a world where healthcare has no limits.

© 2024 GE HealthCare. GE is a trademark of General Electric Company used under trademark license.
JB00000XX