

## With SynapseIQ Enterprise Analytics you can:

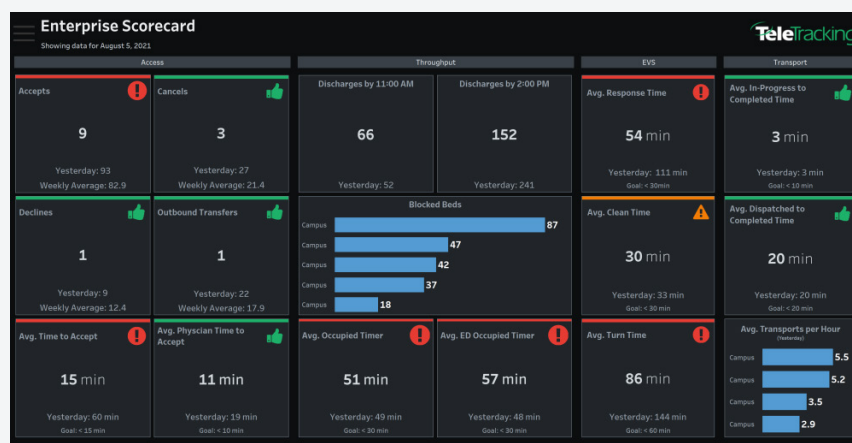
- Build system-wide situational awareness
- Reduce costs & improve workforce efficiency
- Visualize & integrate operational data across solutions
- Identify growth opportunities & make data-driven operational decisions

# SynapseIQ® Enterprise Analytics

## Enabling faster, more informed decision-making

Driving operational efficiency is more challenging than ever. Staff shortages, information silos and new care delivery models contribute to significant complexity and a need for a centralized point of truth. Leadership is often inundated with clinical and operational data—most of it hard to consume—and retained in separate systems. Enter SynapseIQ Enterprise Analytics, a powerful solution that delivers timely, actionable insight and data visibility allowing you to build true system-wide situational awareness to operational performance.

## True Operational Visibility Across Care Settings



Command Center Scorecard

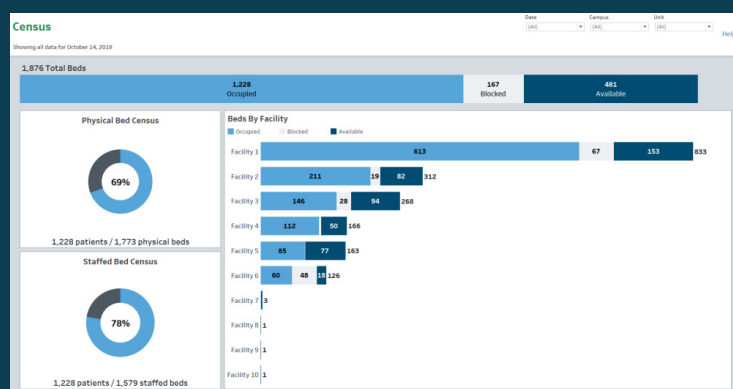
In addition to historical reporting, SynapseIQ Enterprise Analytics provides a timely view of operations across a health system—allowing teams to make critical patient care decisions in the moment. A standard content package comprised of

Performance Trending Scorecard												
*All metrics are in units unless otherwise specified. All metrics are averages unless otherwise specified. All metrics are averages unless otherwise specified. All metrics are averages unless otherwise specified.												
	Metric	Target	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021
Placement: ED	EDT to Discharge (Sec)	< 120 min	232	137	213	323	126	222	216	273	382	590
	EDT to Discharge Time (Sec)	< 120 min	79	73	71	71	64	65	62	61	58	67
	EDT Compliance (%)	> 90%	90%	93%	93%	93%	93%	93%	90%	90%	90%	93%
Placement: Other Intake Areas	EDT to Discharge (Sec)	< 120 min	137	95	100	79	58	120	125	135	196	371
	EDT to Discharge Time (Sec)	< 120 min	119	122	117	120	111	112	115	118	116	114
	EDT Compliance (%)	> 90%	60%	59%	60%	60%	60%	58%	45%	42%	39%	37%
Placement: Internal	EDT to Discharge (Sec)	< 120 min	214	162	170	114	187	305	393	410	555	578
	EDT to Discharge Time (Sec)	< 120 min	84	90	86	86	80	81	83	84	83	84
	EDT Compliance (%)	> 90%	78%	78%	77%	73%	73%	75%	76%	75%	78%	73%
Patient Visit: Discharges	Discharges Before 1200 (Sec)	< 120 min	10%	10%	8%	9%	9%	9%	10%	9%	10%	9%
	Discharges Before 1200 (Sec)	< 120 min	33%	33%	35%	32%	33%	33%	34%	37%	35%	33%
	Discharges Before 1200 (Sec)	< 120 min	37%	39%	39%	40%	39%	40%	39%	37%	35%	34%
	Discharges Before 1200 (Sec)	< 120 min	77%	77%	78%	82%	80%	87%	86%	86%	87%	84%
	Discharges Before 1200 (Sec)	< 120 min	299	257	460	268	282	308	444	266	679	278
Transport	Response Time (Sec)	< 120 min	18	17	17	18	16	17	15	15	16	17
	Response Time (Sec)	< 120 min	19	19	19	19	18	19	18	17	17	19
	Response Time (Sec)	< 120 min	26	24	25	25	24	25	22	22	23	25
EVS	Response Time (Sec)	< 120 min	68	70	102	78	64	75	101	85	78	92
	Response Time (Sec)	< 120 min	33	33	32	30	28	29	30	30	28	29
	Response Time (Sec)	< 120 min	102	105	141	111	93	107	137	118	110	123

Performance Trending Scorecard

dashboards and reports optimized for analysts, command center staff, and leadership ensures the entire organization has access to the same data, customized to the views most important to their roles. With the visibility created by SynapseIQ Enterprise Analytics, teams can prioritize incoming transfers and effectively manage capacity across the system.

## Reduce Siloed Decision-Making with System-Wide Visibility



Census Interactive Screen

Organizations grow and need software that grows with them. Whether a single hospital or multi-faceted health system, SynapseIQ Enterprise Analytics helps teams visualize the full picture of operational performance, identify workflow silos that may be impacting individual departments and quickly determine if issues are systemic or site-specific. The fully customizable content, state-of-the-art visualizations, subscription reports and data export capabilities give you unparalleled flexibility and offer a more personalized experience for each user.

From Command Center dashboards to customized executive reports and even mobile applications, SynapseIQ Enterprise Analytics gives you access to all your information wherever, whenever and however you need it. Built on the proprietary IQ-platform, the SaaS solution eliminates onsite maintenance and required IT resources, providing immediate access to new system updates and standard report templates.

With the added feature of SynapseIQ Data Warehouse Connector (DWC), advanced analytics teams can extract data from the system without going through the standard front-end tool. Importing this operational data directly into their existing Enterprise Data Warehouse (EDW) allows it to be combined with other staffing, financial and clinical data providing robust visibility to key metrics across the entire organization leading to more informed decision making.

## Recognize Workflow Bottlenecks and Identify Growth Opportunities



*EVS Performance Screen*

With SynapseIQ Enterprise Analytics, operational data is presented in an easy to consume format with the ability to drill-down for deeper analysis. Extensive customized configurations deliver unprecedented visibility to pinpoint inefficiencies such as room turnover times exceeding pre-determined thresholds and immediately identify the root causes.

Through the intelligence derived from SynapseIQ Enterprise Analytics, C-suite executives can identify new business opportunities, make data-driven decisions on adding new services lines, and institute measures to prevent system leakage—all necessary initiatives to drive revenue opportunities and system growth.

## Realize The Full Value Of Your TeleTracking Solutions With Unprecedented Visibility From SynapseIQ Enterprise Analytics

Our suite of operational solutions creates a tremendous amount of data. Consuming the data, knowing what to measure and how your operations should be tracking can seem like an impossible challenge for an already overworked and overburdened staff.

TeleTracking has been improving healthcare operations for nearly three decades, and as a result, we have developed a series of best practices to help transform operations across the care continuum. These best practices and clinical expertise have been integrated into SynapseIQ Enterprise Analytics to help track and report key metrics that drive operational excellence.

TeleTracking is an integrated healthcare operations platform that is Expanding the Capacity to Care™ by combining comprehensive technology solutions with clinical expertise to optimize access to care, streamline care delivery and connect transitions of care. We understand that for every hour a patient waits for care they face objectively worse outcomes; so our mission is simple, to ensure that no one waits for the care they need.