

# Hackensack drives hospital throughput with morning discharge protocol

Hackensack University Medical Center (HUMC) is a 683-bed teaching hospital with over 72,000 annual inpatient admissions and an average occupancy of well over 90%. Remote Presence is enabling HUMC to improve the timeliness of physician discharge orders, thereby freeing up hospital beds earlier in the day for same-day admissions.

Using the RP-7 Robot, HUMC has implemented morning Robot rounds for specific internal medicine practices. Targeted physicians round on discharge-ready patients right from their office between 8 and 11 AM. The technology enables the doctor to see and interact with his/her patients, review recent clinical data, discuss care privately with nursing staff, listen to heart and lung sounds, and, if appropriate, give a discharge order. Through an arrangement with Horizon Blue Cross the doctors are paid a consultation fee similar to what they would make if the rounds were done in person.



## BENEFITS OF REMOTE PRESENCE

- Improve hospital throughput
- Increase hospital admissions
- Reduce need to manage capacity through cancelled surgeries and ambulance diversion

“Throughput is a critical issue at HUMC. We are using the RP-7 Robots in several ways to speed up critical processes and drive throughput improvements. One such issue is time of discharge. At HUMC only 8% of discharges occur before mid-day. In our analysis, every discharge moved to before 11 AM enables one more same-day admission. **Virtual morning rounds will release about 25 additional beds each morning resulting in 25 new admissions each day. The total dollar benefit to the hospital is over \$9 million annually.** This program will have the same impact as adding a new 25-bed unit without the trouble of building and staffing it!

Remote Presence technology is one of those important enabling technologies that results in better patient care while creating substantial hospital savings. We are just beginning to leverage the opportunity.”

– Arnold Byer, MD, Vice Chairman, Surgery



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