Centralize health system operations
Focus on effective and efficient patient throughput

Management of operational efficiency can be a very challenging process in health care. Many organizations operate in silos with limited visibility to throughput processes and hospital bottlenecks. A siloed approach makes it difficult to manage across the continuum of care, especially in a value-based reimbursement model.

The Cerner recommendation for managing health system operations is the centralized command center. The Cerner Command Center culminates people, processes and technology into a single centralized physical space to execute collaborative decision making and workflows, facilitating the improvement of patient throughput utilizing cloud-enabled technology. This approach focuses on what is best for patients — aligning the right patient with the right caregiver, in the right place, at the right time.

The Cerner Command Center centralizes operational solutions that provide situational awareness and trigger the command center team to take immediate action when needed.

The operational solutions include the CareAware Capacity Management® solution suite, the Cerner Clairvia™ solution suite, and location awareness technology.

Cerner Command Center dashboard*

Health care organizations face accelerating cost and revenue pressures. Operational and clinical ineffectiveness contribute to these pressures, which are expensive and can impact clinical outcomes and access to services.

The Cerner Command Center dashboard is a modern tool that helps health care organizations visualize and optimize operations in a centralized location by leveraging near-real-time data and predictive analytics that provide situational awareness and decision support to address key operational indicators. The Cerner Command Center dashboard is powered by Cerner.AI™ and predictive models, to align throughput, staffing and resources and, ultimately, drive action back into clinical and operational workflows.

*All Solution/services under development. Cerner makes no assurances that the capability described herein will be provided in the solution/services.
Cerner Command Center

Utilizing a standardized and near real-time dashboard that is accessible to the right staff at the right time can be used for making important operational decisions that can help facilitate the delivery of quality care to patients, enable transformational change, and predictable operational excellence.

**Capacity Management**

Cerner automates the bed management process, the biggest driver of patient throughput in an organization, an enormous cost/opportunity, and one of the largest pain points for patients and organizations. Bed management is dynamic and plays a role in management and visibility of demand. Cerner integrates CareAware Patient Flow® into the emergency room (ED) revealing inpatient bed assignments in the electronic health record (EHR) for visibility. Organizations can also manage direct and pre-admits from primary care physicians, skilled nursing facilities or ambulatory settings via the CareAware Transfer Center™ to facilitate direct admit processes versus admissions through the ED.

**Workforce management**

Clinicians are able to leverage the intelligence of the EHR and Nursing Outcomes Classification to determine the acuity of patients by using the solution. By operationalizing acuity and analyzing data from multiple streams (Admit Discharge Transfer data, Human Resources, DRGs and others), clinicians can also objectively project demand for staff based on individual patient condition and transitions of care, and assign the most competent caregiver to facilitate management of the variability of demand.

**Location awareness**

Location awareness for patients, care team providers and equipment through near real-time location systems (RTLS) tagging helps to quickly identify location of items, which supports improved management of assets through sensory technology. Transitions of care within acute care and post-acute venues are augmented with analytics, technology, care team alignment and broad visibility to clinical and operational data.

**Venues of care**

Many Cerner solutions contribute to improved transitions of care processes, including care team tools such as digital unit dashboards capable of highlighting barriers to discharge, bed management systems and transfer centers. These tools help to optimize clinical workflows for discharge and identify the most appropriate post-acute patient placement.

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**About Cerner**

We're continuously building on our foundation of intelligent solutions for the health care industry. Our technologies connect people and systems, and our wide range of services support the clinical, financial and operational needs of organizations of every size.

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