



Forum Risk Management

obiettivo sanità salute

18

21-24 NOVEMBRE 2023
AREZZO FIERE E CONGRESSI

Roberto Cester

Business Development Manager Dedalus

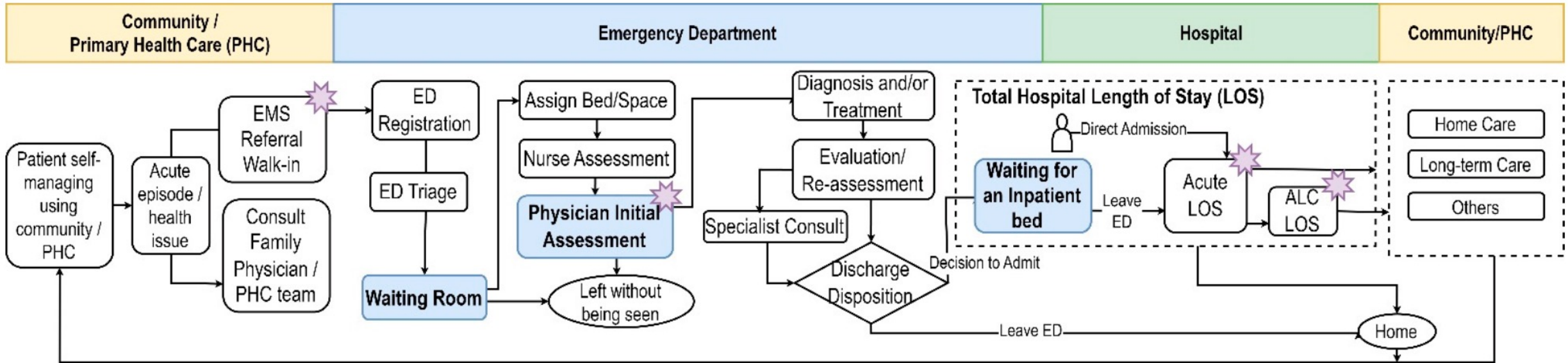
Il nuovo modello di Pronto Soccorso:
dal sovraffollamento alle maxi emergenze

Dal dato all'azione: come supportare i processi decisionali in PS

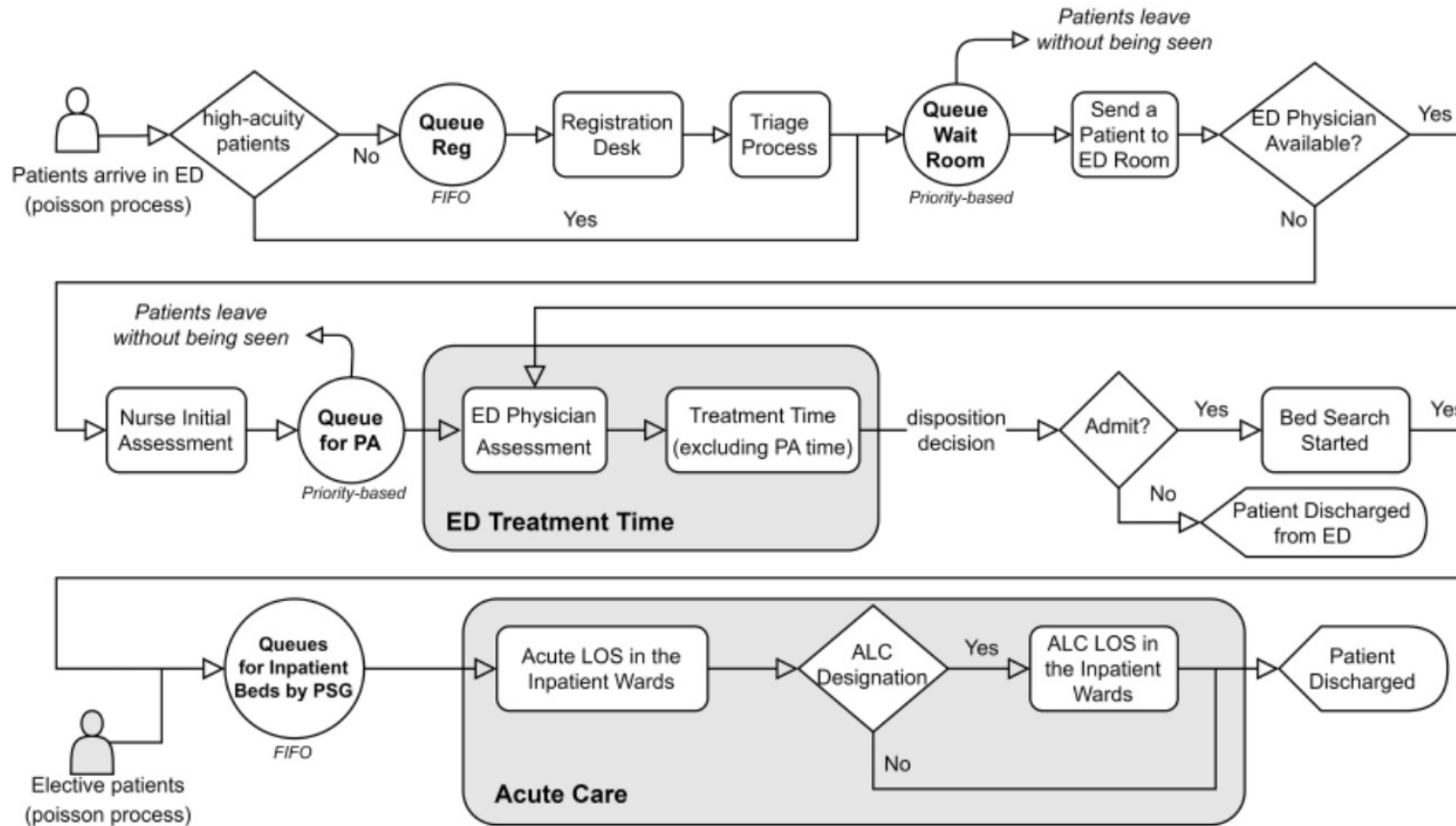
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Processi chiave



Tian, Y.; Basran, J.; Stempien, J.; Danyliw, A.; Fast, G.; Falastein, P.; Osgood, N.D. Participatory Modeling with Discrete-Event Simulation: A Hybrid Approach to Inform Policy Development to Reduce Emergency Department Wait Times. *Systems* **2023**, *11*, 362. <https://doi.org/10.3390/systems11070362>



Entities:

- ED patients
- Elective patients

Resources:

- ED triage nurse
- ED nurses
- ED physicians
- ED rooms
- Acute care hospital beds by PSG
 - medical care
 - surgical care
 - neurological care
 - cardiac care
 - mental health
 - obstetrics and pediatrics

Queues:

- Queue for ED registration (FIFO)
- Queue for ED triage (priority-based)
- Queue for ED room (priority-based)
- Queue for ED nurse initial assessment (FIFO)
- Queue for ED physician assessment (priority-based)
- Queue for acute care beds (service-based)

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PERI-OPERATIVE CARE (OPERATING ROOM)



All health systems have a backlog of surgery post covid that need addressing

INPATIENT CARE



Length of stay and discharge delays are issues for all health systems

EMERGENCY CARE

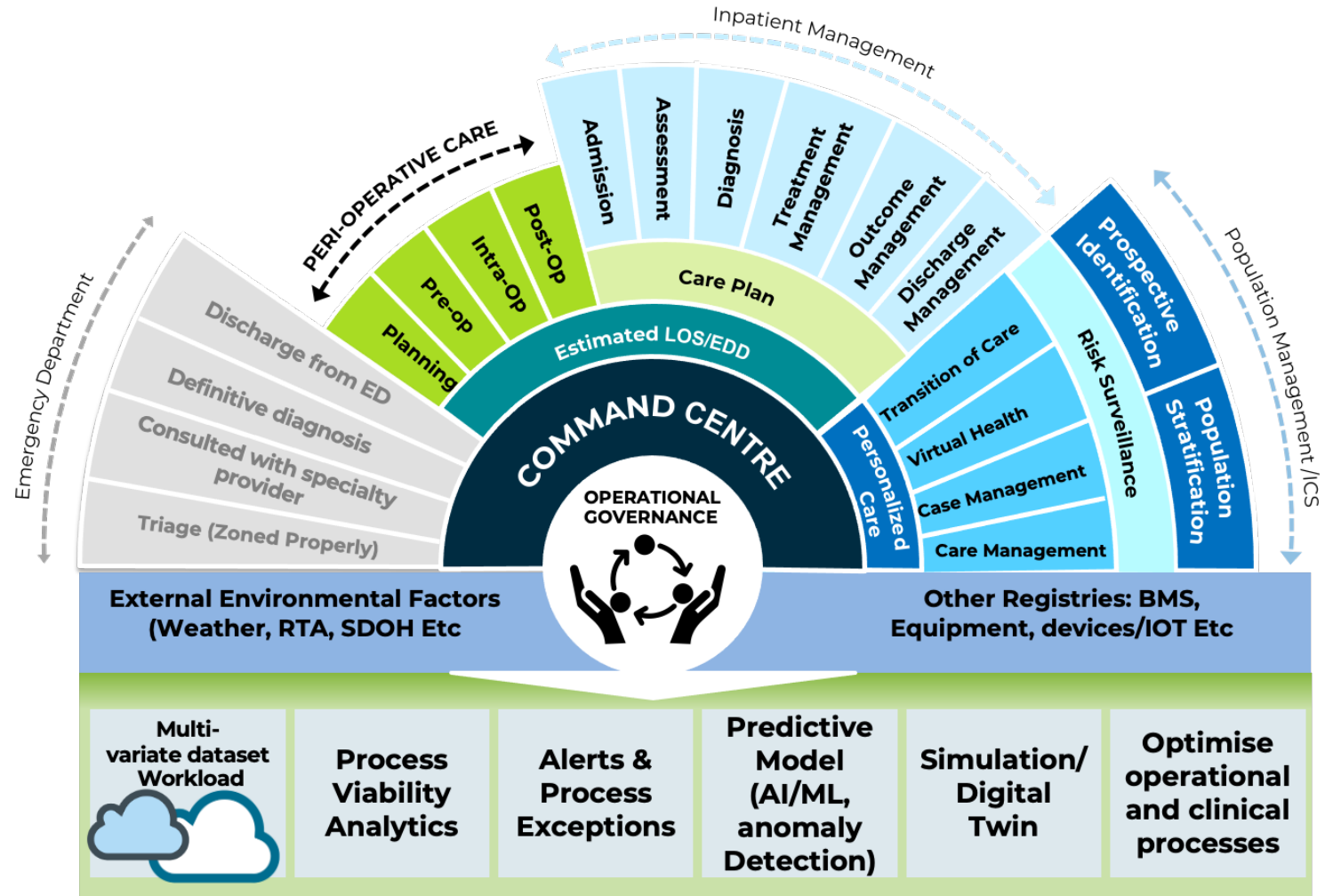


ED activity can be accurately forecast allowing for correct staffing ratios






POPULATION HEALTH MANAGEMENT



Identify projected demand across a whole health system to assist operational planning



Population/Cohort Overview since go-live

 10000+ Patients	 11900+ Scheduled Interventions
 8000+ Alerts/Recommendations	 1000+ Delays
 12000+ Waiting List	 2100+ Cancellation/Suspensions
 70+ KPIs/Core Measures	 160+ Change Management Review Sessions

 **Hospital General Universitario Gregorio Marañón**

 Early Outcomes	 Sub Second From Data to Insights	 Protocol Adherence	 Change Management	 Efficiency of OR Planning	 Effective use of EMR
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Grazie

Roberto Cester

