

# Glassbeam Solution for the Utilization Analytics Market

Multi-vendor, multi-modality visibility to increase patient throughput and improve clinical operations

## Healthcare Faces a Array of Operational Challenges

The healthcare sector is transforming with pressure from payers and patients. With increasing pressure on reimbursement rates and moving from fee-based to value-based care, healthcare providers are forced to scrutinize operational costs while finding new avenues to reduce revenue leakage in their network. This implies transforming the scheduling process, optimizing patient workflows, and maximizing utilization of existing staff and assets – all of which requires data collection from several endpoints, building analytics and related automation.

Data is everywhere but sitting in disconnected silos. Not just that, the data is multi-structured and needs to be fed through a data engineering pipeline before applying any advanced analytics such as AI / ML algorithms. However, once a clean data lake is created, appropriate analytics can provide healthcare organizations with the power to make changes that improve the delivery of care. More organizations are considering data analytics to quickly adapt to change, improve the cost and operations of delivering care.

## Value Statement

Glassbeam is disrupting the status-quo with the availability of a comprehensive fleet-wide analytics solution for analyzing machine uptime and utilization data in a single pane of glass providing richer analytics to improve the delivery of care.

## Product Overview

Utilization Analytics provides insights into the operations of the Radiology Center by combining logs, DICOM, HL7, RIS, EMR, and billing data to help increase patient throughput and revenue. The solution provides better data visibility and analysis allowing radiology teams to optimize workflow, increase performance and make more informed decisions.



## How does it work?

### Key capabilities



#### Asset Utilization

Allows real-time monitoring of asset utilization on a monthly, daily or hourly granularity across all imaging modalities. Users can compare utilization among facilities or between vendors. With insights into how assets are being used, more patients can be scheduled for tests resulting in better care, increasing revenues while lowering costs.



#### Procedure Analysis

Shows distribution of procedures across systems and operators. Procedures can be categorized by modalities to isolate outliers: for example, most or least used procedures.



#### Referrals

Monitors referral leakage by analyzing patterns in referrals and creating awareness among physicians. Monthly/weekly trends can be plotted for a timely response.



#### Patient Revisit

Provides analysis of procedures for a particular patient profile including a timeline. Uncovering redundant procedures and identifying root causes eliminates redundancy.



#### Productivity

Compares operator performance against a benchmark on peer results and identifies the need for improved training offered on a managed cadence or improved training during onboarding.



**Glassbeam's Utilization Analytics** enables radiology group managers to track asset utilization and productivity across the entire fleet of multiple OEM products and modalities, with drill-downs based on procedure type, procedure duration, uptime and idle time. This feature combines utilization and uptime data to ensure inventory is being used optimally while identifying critical uses to maximize uptime and generate key dashboards.

Dashboard examples include:

- Referring physician analysis by protocol usage
- Patients with repeat exam analysis
- Procedure analysis by systems and technologists

## Business Impact over 3 year period

# +12%

### Scheduling & Utilization

Visibility to scheduling patterns and referral patterns drive increased overall exam volume with existing hours of operation and resource

- Understand exam mix and better manage device and Operator Utilization
- Monitor and demonstrate patient satisfaction by reduced wait time

# +15%

### Operational Excellence

Increase technologist productivity and patient care. Identify process improvement, education & training opportunities to improve overall workflow

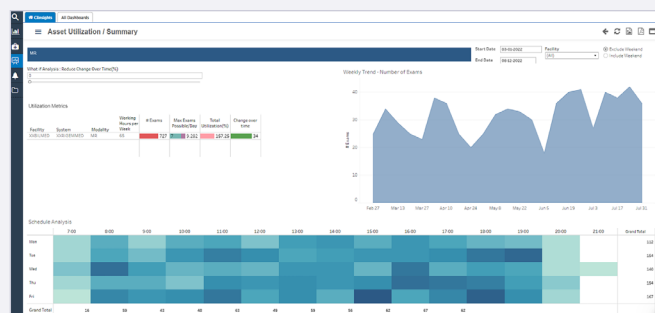
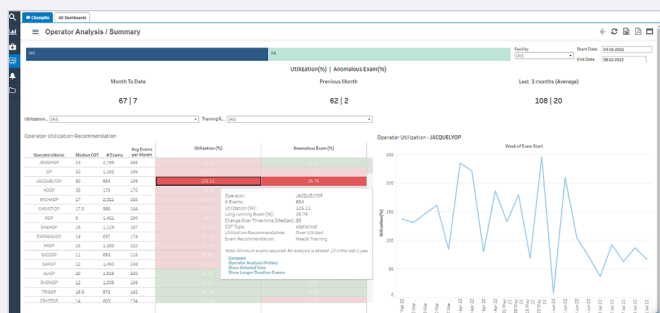
- Helped standardize and optimize protocols
- Reduced Exam delays and helped increase exam throughput

# +13%

### Increased Referrals

Increase Referral Volume with your existing Physician base through greater visibility and schedule management

- Understand exam mix and better manage referrals
- Get insight into which group of physicians to focus on for growth



## Features and Benefits



### Single Pane of Glass True 360-Degree Operation View

Provides consolidated data from multi-vendor to manage multi-modality fleet



### Agentless, deployed on a single VM Automated

Sends logs, tickets, DICOM, HL7 messages via secure connection to Glassbeam Cloud



### Machine learning algorithms triggered alerts Moving from Noise to Action

Proactive and Predictive alerts to avoid unplanned downtimes increasing patient satisfaction by reducing exam duration delays and removing process gaps



### Service Management Integrated with Asset Utilization Better Understanding of Utilization

Provides one seamless flow for the entire IDN with drill-downs into individual facilities and assets, reducing spend and providing consistent planning in parts and replacements budgets

## The Glassbeam Advantage

### A Single Pane of Glass for Operational Excellence

Comprehensive, real time Utilization analytics is needed by both the individuals performing the exams and leadership within the hospital. For example, the Director of Radiology must understand how many CT's the hospital requires based on current and anticipated utilization. The Utilization Analytics dashboard provides multiple KPIs to Improve Exam throughput

- Optimize scheduling
- Improve Operator productivity and satisfaction
- Control dose and quality

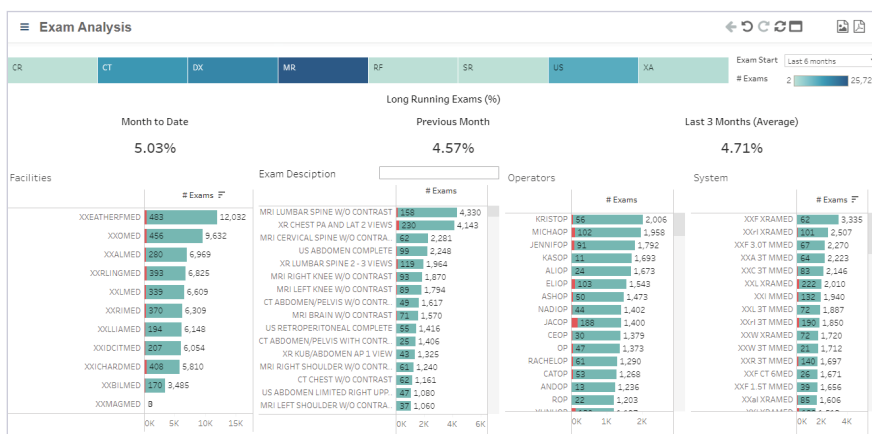
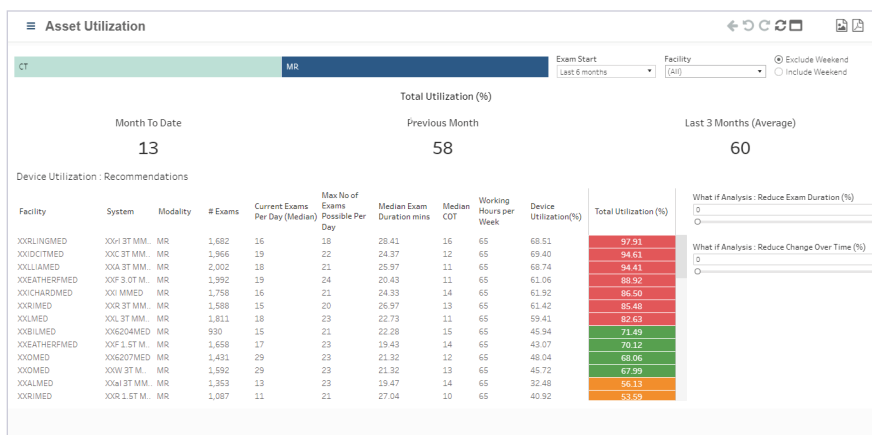


Understand how each of your radiology assets is utilized and areas of optimization to increase utilization

## Exam Analysis

Anomaly detection to identify areas where utilization is not up to spec

When you sample how often exams are being done, how much time it takes to do certain types of exams and build a model on that, you can start flagging when exams take longer than usual or wait times are too long, or the dosage for an exam is too high. Those anomalies can be flagged for further investigation.



Glassbeam's solution for the Utilization Analytics market is powered by AI/ML, enabling real-time, fleet-wide visibility to utilization data, and operational metrics to reduce revenue leakage, and ultimately help make effective capital expenditure decisions. We deliver advanced analytics on multiple data sources at a massive scale providing richer analytics to improve the delivery of care.

- Understand Referral trends, top referrers, changes in referrals, exam mix, exam volume and identify opportunities to increase referrals and improve examination mix.
- Maximize your existing investment by optimizing device utilization, improve technologist skills, optimize their shifts and enhance patient care.
- Optimize exam duration and procedure scheduling to help increase throughput and reduce the backlog.
- Identify variations across facilities, standardize processes and optimize protocols to increase throughput and provide consistency of care.

## About Glassbeam

Glassbeam is disrupting the status-quo as a comprehensive fleet-wide analytics solution for analyzing machine uptime and utilization data in a single pane of glass. We are the premier machine data analytics company bringing structure and meaning to complex data generated from any connected machine in the Industrial IoT industry. Our next generation cloud-based platform is designed to transform, analyze, and build Artificial Intelligence applications from multistructured logs, for proactive/predictive maintenance. We proudly partner with Smart hospitals to provide a true competitive advantage in delivery of care.

+1 408-740-4600  
sales@glassbeam.com  
www.glassbeam.com  
5201 Great America Parkway  
Suite 100, Santa Clara CA 95054