eVisit®

Digital Command Center Guide

Introducing the eVisit Digital Command Center

Over the past five years, digital command centers have increased in prevalence amongst large health systems for their ability to increase efficiency and improve the quality of patient care. Digital command centers serve as the focal point for decision-making and communication in real-time, across different units. This is essential in high-stakes environments where timely and accurate information is critical.

To better understand the role of a digital command center, let's start with an analogy.

Airports, like health systems, are multifaceted organizations that rely on a constant stream of data to function correctly. If an airport does not have organized data, it is literally flying blind.

Air traffic controllers sit in an elevated tower that receives constant flight monitoring information. Air traffic control is responsible for the safe arrival and departure of flights, a feat complicated by factors like mechanical and weather delays and airport security. A delay in one flight has a ripple effect on the entire airport;

- If airport security is backed up, there may be a large number of passengers waiting to board a certain flight.
- If this flight doesn't board on time, it doesn't leave the gate on time, and now there are other airplanes landing that depend on open gates to exit the runway.

This simple backflow issue leads to passengers missing their flights and an unsatisfactory customer experience. Ultimately, the efficiency of an airport all ties back to how data across different airlines is being collected, processed, and synthesized out of the central command center.

Let's compare airports to a large health system.

Instead of people waiting for flights, they're waiting to see a provider. Instead of airport security, there's patient intake. Instead of exiting the plane and leaving the airport, patients are discharged from the hospital.

Airports would never attempt to function without an air traffic control tower. So, why do so many hospitals still try to function without a digital command center? Multiply that out at the health system level, how can a health system keep tabs on all of its different physical and digital locations? Without a central hub, the moving parts inevitably bump into each other, unnecessarily queue, and create stress for everyone involved in the care process.

The future of healthcare will require more health systems to adopt digital command centers because of the sheer amount of data being produced.

On average, a hospital generates **50 petabytes of data** each year—enough to fill about **500 billion** pages of printed text.[1]

Despite this staggering volume, **97 percent** of this data goes unused due to silos and lack of standardization.[1]

Digital command centers can use this data to:

- Decrease patient wait times
- Free up beds
- Allow hospital staff to make quick decisions
- Activate special plans
- Get patients to the correct provider faster.

As time goes on, health systems will have to become more efficient in their patient care process to reduce costs. In this hyper-competitive market where health systems operate under tightening margins, the investments made in a digital command center ensure that health systems are not wasting precious resources.

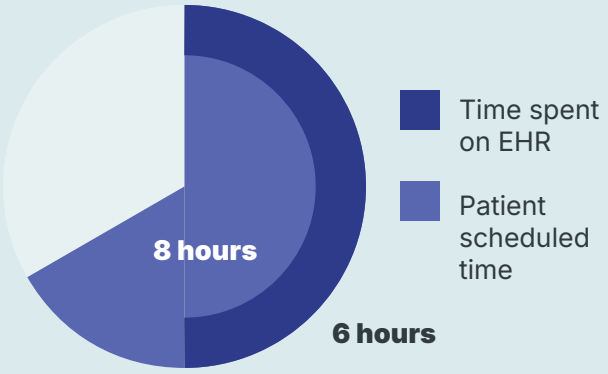
1. https://insights.daffodilsw.com/blog/understanding-healthcare-command-center?

A health system's ability to triage patients is vital in connecting them with the right provider at the right time.

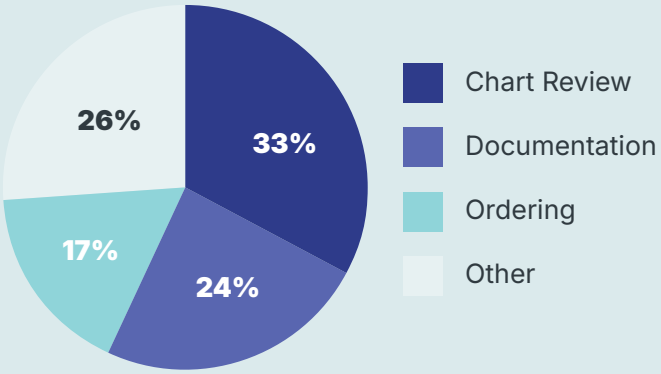
A digital command center streamlines the triage process by coordinating virtual and in-person workflows. A digital command center allows providers to see patients in order of severity, or which patient has been waiting the longest. Providers and Medical Assistants (MAs) are no longer tied to a rigid, immovable schedule. This flexibility helps improve the throughput of cases, team communications, and time per session.[2] Just think of all the patient no-shows and last-minute cancellations. Before a digital command center, there was little to be done with this conundrum, but now both patients and providers can have a dynamic standby pool that serves multiple purposes: improving patient experience, population health, cost-effectiveness, and primary-care-provider satisfaction.[3]

Any amount of time saved for practitioners is beneficial because they are inundated with updating electronic health records (EHR) and filling out administrative paperwork.

EHR activity across all physician specialties in the outpatient setting:[4]



Physicians spend an average of 16 minutes and 14 seconds per encounter using EHRs, dividing their time by:[4]



To make matters worse, practitioners are bringing a large amount of their work home in a practice known as "pajama time."

Pajama time is a major source of stress for physicians. Furthermore, practitioners who work at multiple institutions spend pajama time on mandatory training "despite the fact that the subject matter they get trained on is, for the most part, the same across organizations."[6]

20.9%

Physicians reported spending more than eight hours on the EHR outside the normal work hours of 7 AM to 5:30 PM on weekdays.[5]

48.2%

Physicians reported experiencing at least one symptom of burnout in 2023.[5]

2. https://pmc.ncbi.nlm.nih.gov/articles/PMC10032367/#:~:text=Common%20issues%20including%20scheduling%20difficulties,for%20both%20providers%20and%20patients
3. https://www.academia.edu/122482977/Smart_Waiting_Room_A_Systematic_Literature_Review_and_a_Proposal
4. https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2812258
5. https://www.ama-assn.org/practice-management/physician-health/burnout-way-down-pajama-time-stands-still?utm_source=chatgpt.com
6. https://www.ama-assn.org/practice-management/physician-health/physicians-now-spend-more-pajama-time-mandatory-trainings?

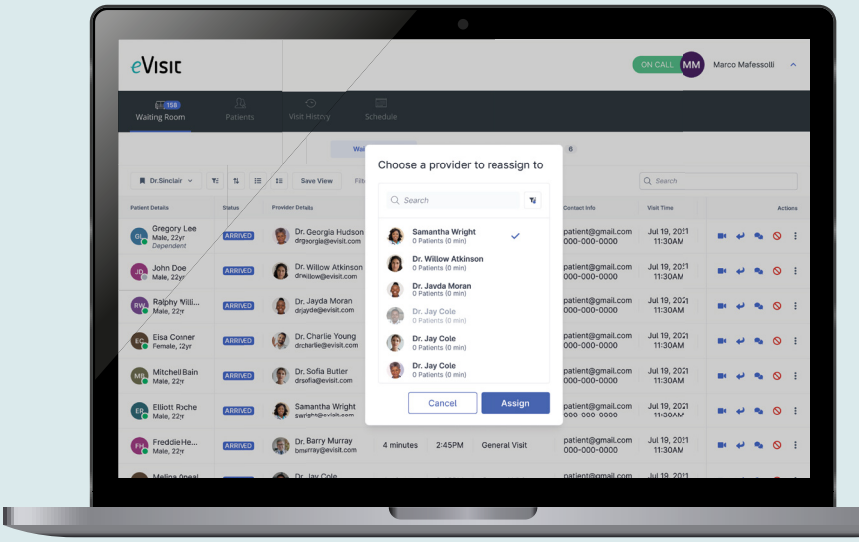
A digital command center automates and streamlines a large amount of EHR paperwork and compliance training.

A single command hub allows for digital and in-person care requests and clinician queues to be better coordinated. Standardized workflows allow for nurses, medical assistants, and support staff to complete paperwork before a physician even sees the patient. It was found that this level of automation saved physicians nearly 45 minutes per day.[7]

To further save time, digital command centers can be paired with AI systems. AI data processing allows for collaborative documentation between staff and can listen to the patient-physician visit and draft the EHR note.[7] Every minute saved during the day translates to less burnout for providers and greater employee retention. Less burnout also means, and perhaps most importantly, that providers can be more accurate in their care and make fewer mistakes. This is a win-win-win for patients, providers, and the overall health system.

eVisit's Digital Command Center is helping health systems across the country improve patient throughput and automate administrative tasks.

Health systems that use eVisit's technology have a robust queue dashboard that enhances situational awareness. Increased patient and provider situational awareness leads to streamlined workflows that can be customized to coordinate care across specialties. This customization is enhanced by Load-Balancing Automation, which automatically reassigns visits for balanced provider loads, ensuring smooth visits. eVisit's Digital Command Center seamlessly integrates with an organization's current solution and user workflow.



Seamless integration is imperative to efficiently and effectively implement scalable technology.

Organizations that do integrate eVisit's digital Command center have a whole host of tools at their disposal. Managing the visit capacity of an organization becomes much easier by managing the need for additional providers. These additional providers are connected by a centralized view that shows a real-time overview of all requests to prioritize, track, and manage workloads. Providers and patients can directly message each other documents and images through asynchronous chat and can launch video consultations with a single click directly from the Digital Command Center.

7. https://www.ama-assn.org/practice-management/sustainability/3-strategies-cut-down-physician-pajama-time?utm_source=chatgpt.com

Texas Health Resources®

One health system that has first-hand experience with eVisit's Digital Command Center is Texas Health Resources.

Texas Health Resources is the largest health system in North Texas and serves thousands of patients a year. eVisit partnered with Texas Health Resources to rearchitect the care delivery model. Their organization implemented eVisit's Digital Command Center, which allows health systems to optimize their existing virtual care programs by creating more efficient, coordinated workflows that align with their clinical pathways and protocols. All care happens within a centralized command center that provides the care team with adaptive video, customizable dashboards, and workflows to improve the clinician and patient experience.

The Digital Command Center empowers MAs to run an efficient virtual waiting room.

They can see which patients have been waiting for a long time and assign a different provider if necessary. This allows the health system to see more patients without building more physical sites.

Texas Health Resources went from 15 unconnected behavioral health clinics to **utilizing three of those sites to perform central intake for the other 12.**

The success of eVisit's digital Command Center at Texas Health Resources is one reason they continue to receive high patient satisfaction scores and sustainable growth.

"The Command Center supports Texas Health Resources' team-based approach to care... Our medical assistants jump on, make sure the patient has a good connection, and all intake paperwork is completed, then the provider only jumps on when the patient is ready. The provider only focuses on providing care rather than being technical support for five to ten minutes. This streamlined approach allows our care team to work at the top of their license."

Dr. Richwine
Chief Medical Informatics Officer of Texas Health Physicians Group

Technology will continue to transform healthcare into the future.

Data will become more complex, and health systems will not be able to function without digital command centers because the sheer amount of digital information will be too much to process. The steep competition in the healthcare space will weed out health systems unwilling to adapt. There is little doubt that digital command centers will be at the forefront of these shifting landscapes. Health systems willing to adopt technology will come out ahead in terms of patient care and cost efficiency.

eVisit's Digital Command Center is not a theoretical concept for the future of healthcare—It is a platform currently helping large health systems across the country.

That is why eVisit is the leading digital care transformation partner for innovative health systems and large, complex healthcare delivery organizations.

Contact us today for more information about how we can bring our Digital Command Center to your organization.

Key Differences at a Glance

Feature	EHR/EMR (Epic, Cerner)	Command Center
Focus	Patient-level clinical documentation	System-wide operational intelligence
Users	Clinicians, care teams	Operations teams, executives
Data Scope	Individual patient record	Aggregated, cross-hospital or enterprise
Real-time Operational View	Limited	Core capability
Predictive/ Prescriptive AI	Emerging	Common, especially for flow optimization
Integration	Native clinical data	Multisystem: EHR, ERP, sensors, more

Highlights of eVisit's Digital Command Center

Centralized View

Optimize operational efficiency with a real-time overview of all requests to prioritize, track, and manage workloads.

Load-Balancing Automation

Automatically re-assign visits for balanced provider loads, ensuring timely visits.

Integrated Solution

Seamlessly integrate with your current user workflow.

Care Escalation Pathways

Efficiently manage a patient's visit by bringing on additional providers.

Asynchronous Chat

Provider can message with patients and include documents and images directly from the queue or in-visit.

Video/Audio Consultations

Launch video/audio consultations with a single click directly from the Command Center.