SMART FLOW PROGRAM AT A GLANCE

Technology creates capacity when it connects people, workflows, tools, and decisions. This is a snapshot of a practical toolkit for moving from an isolated virtual care use case to a reusable enterprise capability.

SMART ROOM the endpoint

SMART HOSPITAL the operating model

SMART FLOW the value

THE OPERATING MODEL

5	OPERATING SYSTEM
4	ORCHESTRATION
3	CLINICAL CAPACITY
2	PLATFORM & DATA
1	ROOM / ENDPOINT

The room is layer one.

Enterprise value comes from the layers behind it.

THE METHOD

Details: Smart Hospital Design Guide

01 MAP
Where does the patient journey stop or slow?

02 PRIORITIZE
Which problem is high impact and feasible to change?

03 OPERATE
Who does what differently once virtual care is available?

04 CONNECT
Can the infrastructure support multiple workflows?

05 ADOPT
How will frontline teams shape and trust the model?

06 MEASURE
What will prove value and trigger the next scale decision?

THE TIMELINE

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DAYS 0-30 DIAGNOSE

DAYS 31-60 DESIGN

DAYS 61-90 READY TO LAUNCH

THE GOAL: DESIGNING VIRTUAL CARE AROUND ACCESS, CAPACITY, AND THROUGHPUT.

ACCESS

CAPACITY

THROUGHPUT

WHY: Executive white paper

HOW: Smart Hospital Design Guide

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