



CAPPLAN ADDRESSES THE GLOBAL PROBLEM OF HOSPITAL STAFFING AND RESOURCE SHORTAGES

Emendo has developed CapPlan, a software solution that optimizes hospital resources, maximizes operational efficiency and improves patient care.

THE CHALLENGE

The serious shortage of skilled medical staff and funding limitations, as well as growing populations, urban density, increasing numbers of elderly, childhood obesity and pandemics are exerting huge pressures on hospital resources. This compromises their ability to deliver financially sustainable best practice patient care.

In the United States, the Obama administration has highlighted the growing shortage of doctors as a pressing concern (New York Times, April 26 2009). This has resulted in overcrowded emergency departments and growing waiting lists for patients overall.

A Merritt Hawkins and Associates research survey in 2009 measured the average appointment wait times in family practices as well as four specialties: cardiology, dermatology, obstetrics/gynaecology and orthopaedic surgery. The survey found that, compared to 2004, wait times for an appointment have increased on average by 8.6 days. Across all the specialties, the average wait is now 20.5 days for an appointment.

THE SOLUTION

CapPlan is a suite of capacity planning solutions to improve operational performance and patient care in hospitals through a unique combination of demand forecasting, visibility of information and operational analysis.

CapPlan comprises four independent, but integrated modules, which forecast demand and manage hospital workstreams in:

- inpatient care
- operating room
- emergency room
- outpatients.

Individual modules can be used alone or can be fully integrated with other modules. Hospital groups can enhance the power of CapPlan by planning and managing at a group level so that capacity is optimized across a network of different hospital locations.



THE BENEFITS

CapPlan's accuracy in forecasting dramatically improves resource utilization across all hospital operational areas. This results in:

- proactive planning of workloads and resources
- anticipation of capacity blockages and appropriate resolutions
- improved patient flow, length of stay and discharge management
- real-time visibility of current and projected capacity issues
- identification and removal of unnecessary costs
- evidence-based financial decision-making
- less chaos with a healthier work environment for staff
- Improved access and care for patients.

Hospitals typically realize a return on investment within months. Bedford NHS Trust in the United Kingdom uses CapPlan and during the first four months of use saved US\$500,000. Since 2007 their saving in inpatient areas alone has averaged approximately US\$1.2 million per annum.



“CapPlan accurately forecasts future patient activity on an ongoing basis and identifies potential congestion or overcapacity in the care process, saving time, resource and money.”

WHY IS CAPPLAN UNIQUE?

The CapPlan solution offers the ability to apply health sector-specific capacity planning tools that:

- span all of the key aspects of hospital operations
- provide long-term planning solutions and allow hospitals to monitor and manage the plan day-to-day
- forecast patient activity on an ongoing basis and identifies potential congestion or over capacity
- enable hospitals to plan, monitor and manage both scheduled and unscheduled patients
- forecast demand at 98 percent accuracy.

THE TECHNOLOGY

CapPlan is built on the Microsoft Dot net framework and utilizes Microsoft SQL Server as its database. CapPlan was released in 2005 and Emendo have since taken the core CapPlan technology through to version 4.1 qualifying it as a fully established, international product set.

To date, CapPlan is deployed in hospitals in Australia, New Zealand, United Kingdom and Canada.

Emendo has recently been recognized as a finalist in the **New Zealand Trade and Enterprise Focus on Health Challenge**, a highly competitive initiative to identify innovation in the health sector and assist in its commercialization into the United States market.

THE TEAM

Emendo was founded in 2002 by directors Bart Visscher and Nick Burns. Both are operations research experts and have considerable experience improving operational and logistical processes within the healthcare industry.

In 2005 Dave Tinkler and Phil Holliday, co-owners of New Zealand-based angel investors, Holliday Corporation, invested in Emendo. They brought considerable experience to the team in growing software start-ups, internationalizing them and selling in the global market.

In 2008 Dave Tinkler took on the role of Chief Executive Officer of Emendo and together the management team has established a growing and strong team based in Christchurch, New Zealand.



Dave Tinkler

Chief Executive Officer
Emendo
Level 2
254 Montreal Street
Christchurch 8013, New Zealand

Phone: +64 3 379 6662

Email: dave.tinkler@emendo.co.nz

Website: www.emendo.co.nz

NZTE is the New Zealand government's economic development agency. NZTE works to stimulate economic growth by supporting NZ industry. As a global organization, we use our knowledge and contacts in overseas markets to facilitate connections between NZ business and trade and investment opportunities. Visit www.nzte.govt.nz for more information.

Disclaimer: Although reasonable care has been taken to ensure the facts stated in this publication are accurate, NZTE does not give any warranty of accuracy, reliability or fitness for any purpose and does not endorse the companies featured in this publication or their products. To the fullest extent permitted by law, NZTE excludes all responsibility and liability in relation to the publication whether in contract, tort (including negligence) or otherwise, for any loss or damage however caused (including direct, indirect, consequential, special, or loss of profits).