



Case Study

UofL Health

Helping Patients Get Home Faster:
How Decision IQ Transformed Patient Flow

Challenge

UofL Health is one of Kentucky's most complex academic health systems with UofL Hospital, the flagship academic medical center, operating at the center. As patient volumes grew and operational demands intensified, UofL's leadership recognized that traditional discharge coordination, reactive, manual, and fragmented across departments, was not built for the scale and speed the system required. The opportunity was clear: move from a model where care teams responded to throughput challenges after they developed, to one where they could anticipate, coordinate, and act before bottlenecks formed.

Solution

UofL Health became the first health system to implement Decision IQ, TeleTracking's AI-powered discharge orchestration platform designed to help care teams move from reactive coordination to proactive patient flow management.

From day one, TeleTracking's clinical consulting team embedded alongside UofL Health staff, delivering an integrated People-Process-Technology approach. Together, they built trust with frontline teams, creating the psychological safety needed for honest feedback and continuous improvement. Workflows were redesigned to fully leverage AI-driven insights, and Decision IQ was deployed to provide real-time visibility and predictive discharge intelligence across the hospital.

The result was coordination at scale. Using live operational data, UofL Health could forecast bottlenecks before they occurred, test operational strategies in a simulated environment, and push clear throughput priorities directly to frontline units. For the first time, care teams, including diagnostic and therapeutic services, shared a single, real-time view of patient priorities, while daily bed huddles became more focused, aligned, and actionable.

Results

Decision IQ delivered measurable, validated results with control site comparison.*

Within 5 months, UofL Health achieved sustained operational improvements across every key metric, while facing increased admissions volume

22%

reduction in length of stay

15 min

faster discharge processing

20%

improvement in discharges
before 11:00am

46%

increase in ED-to-inpatient
admissions processed

2+ Hours

more planning time per discharge

*Results were measured against a pre-implementation baseline and validated using a contemporaneous control site comparison across key throughput metrics.

Outcomes that Drive Success



Technology embedded with consulting expertise is the key to shifting from reactive discharge management to proactive, system wide orchestration.



Patients and caregivers were kept at the center of every decision with the people-process-technology approach to workflow redesign.



Every frontline team member, in every unit, had the same data to work toward the same throughput strategy.



The right discharge decisions ensures priority beds are made available when needed to create capacity.

UofL Health Overview

Located in Louisville, Kentucky, UofL Health is a fully integrated regional academic health system with 9 hospitals, 4 medical centers, a cancer center and eye institute. UofL Hospital, the flagship academic teaching and research hospital, is at the heart of the Louisville Metro area in downtown Louisville. UofL Hospital offers a second-to-none cancer center, world-renowned trauma team and a uniquely streamlined, nationally accredited stroke center – the latest innovations in a history of world-class care. UofL Hospital is the only Level I Trauma Center in the region.

Operational Platform: TeleTracking

EMR: Cerner

Total Acute Beds: 404 at UofL Hospital

TeleTracking Partner Since: 2019

Contact Us

Learn how TeleTracking can help your health system Expand the Capacity to Care™ at **TeleTracking.com**



Decision IQ fuels teamwork by instantly aligning our physician, nursing and ancillary teams by creating shared priorities and goals. This level of communication is what I am most excited about and what we've been missing.

Karen Herron, BSN, RN

System Director
UofL Health Transfer Center



Our teams work tirelessly to move patients safely and efficiently, but traditional processes made it difficult to stay ahead of daily demand. Decision IQ gives us a forward-looking view of our operations, helping us anticipate where throughput challenges will occur and coordinate across departments before they impact patient care.

Deanna Parker MBA, MHA, BSN, RN, VP

Chief Nurse Executive
UofL Health Downtown