We understand the challenges faced by A&E departments. But A&Es are complicated systems, and currently there is no way to scientifically identify bottlenecks or explore questions around improving operations or staff schedules without risking the well-being of patients, staff, and performance.

Deloitte has developed a unique solution that utilises custom-built simulation technology to overcome these challenges. ECO is a digital twin of your Emergency Department and replicates the day-to-day operation of your department to provide detailed insight into the activity of patients and staff and use of available capacity.

**What can I do with ECO?**

- Visualise processes and pathways in your A&E Department in a way that is easy for everyone to understand
- Identify what currently works well, how various staff groups and assets are utilised, and where the bottlenecks are
- Test various scenarios to see how changes in demand or capacity would affect A&E Department performance
  - How would a change in shift patterns affect A&E waiting time?
  - What would happen if there was a GP at the front door?
  - How best to utilise A&E resources if demand increases?
  - What are the key constraining resources, space, workforce, etc?
- Monitor A&E performance and test trouble shooting scenarios in real time: use the live dashboard to solve ad hoc problems

**Why would I use ECO?**

- Improve quality of care and patient experience
- Make A&E department easier and more accessible for patients
- Optimise patient flow through the front door and throughout the department
- Improve operational performance, including 4 hour target
- Improve efficiency and sustainability
- Improve staff morale by using the right people for the right jobs

There is demonstrable opportunity to improve performance through changes in A&E Department functions, pathways, resource deployment and working practices. By using technology, solutions can be tested in a risk free environment first, before implementing them in real life.
Digital copy of your A&E Department

Because ECO is a direct replication of your department, there are endless capabilities:

Drive continuous improvement in real time – simulate what is likely to happen in the next two hours from now.

Design and optimise pathways and functions that can mitigate avoidable delays within the department, with knowledge of downstream ED wide impacts.

Optimise performance of current functions, pathways and resources, e.g.: workforce deployment that fits arrival profiles and maximise value-add.

Develop lab tested contingency plans to ensure time and effort and resources are focused on testing and implementing right changes.

ECO can utilise historical information to both monitor department performance in real-time but also predict future bottlenecks or performance against key target KPIs.

Please contact us about this or any of our other smart healthcare solutions.

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