

CentralLogic

Analytics

Healthcare Access & Orchestration

■ About Us

Central Logic was founded on the belief that health system growth and success depends on delivering patients safe, quick, and efficient access to the right care at the right location without delay. Central Logic is dedicated to orchestrating, navigating, and elevating the flow of patients through the entire continuum of care, regardless of whether patients have chronic conditions, one-time ailments, or are healthy individuals who want to keep it that way.

At Central Logic, we know that providing access all comes down to **making it easier for patients and physicians to work with you**. Our experience orchestrating more than 10 million transfers has taught us that if we can help you achieve your access goals, your organization will achieve its business goals and your patients will thrive.

■ About Our Solution

Central Logic is a healthcare access and orchestration solution that comprises not only software but also a surrounding ecosystem of resources that are purpose-built to provide system-wide access to care, allowing you to acquire and retain more patients, improve patient outcomes, and increase operational effectiveness.

Our holistic solution includes everything you need to ensure that patients get the best care as soon as possible. We provide centralized management of **patient transfers**, give you system-wide **visibility to capacity and bed management**, provide integrated and real-time provider **scheduling and calendar data**, provide automated, real-time access to **transport requests**, and deliver **real-time analytics** into every facet of your health system operations.

We also deliver a complete **consulting engagement** by our team of clinicians—experts in healthcare access and transfer center operational processes—at no extra charge. And we deliver contractually guaranteed growth so you'll realize ROI faster.



■ Central Logic Analytics

Analytics is at the core of Central Logic. It provides visibility into every facet of your transfer, command, or access center by gathering, storing, and presenting relevant, usable information in real time. Use Central Logic Analytics to ensure that you're capturing the right clinical, financial, and operational transfer data coming into your health system and using it to increase speed to care, effectively load balance across facilities, improve clinical outcomes, reduce patient leakage, and grow revenue.

Understand at a glance how you're meeting access and transfer center objectives with an analytics solution that is:

Real Time: Gain line-of-sight into your operations so you can make decisions and improvements in the moment

Interactive: Drill down into the details or keep the big picture at your fingertips, all while filtering the data to see the information the way that works best for your specific needs

Comprehensive: Integrate with all the systems on which you depend, including EMR, call recording, bed management, credentialing, and transportation

Easy: Pre-built, easy-to-understand dashboards give you access to relevant information with no need to manually aggregate data, define KPIs, rely on spreadsheets, or construct your own reports

Shareable: Ensure that everyone—regardless of whether they're a front-line worker or in the c-suite—gets the information that meets their needs

Experienced: Combine dashboards with the expertise of our tenured analytics consulting team to get maximum value from your data





■ Top Benefits

- ✔ Drive better clinical and business decisions, and see increased efficiencies that drive revenue opportunities
- ✔ Drive proactive and data-backed marketing that helps grow and extend your referral market
- ✔ Enable transparency that engages staff and physicians
- ✔ Leverage data to effectively manage revenue cycles and to reinforce resource requests
- ✔ Understand where most of your referrals are coming from and when they're coming in
- ✔ Identify high- and low-performing facilities across a multi-site network
- ✔ Better allocate clinical and administrative resources and ensure appropriate levels of transfer center staffing
- ✔ Identify capacity constraints across departments and specialties
- ✔ Highlight success - identify outstanding performers and evaluate most efficient transfer scenarios based on provider and location behavior
- ✔ Tie transfer center efforts to larger health system goals

■ Insights Out-of-the-Box

Central Logic Analytics comes ready to use with pre-built dashboards that allow your analysts to ditch their spreadsheets and focus on process improvements instead of data compilation.

Ready-to-use dashboards include:

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Transfer Center KPIs
Delivers key performance indicators so you can easily understand exactly how you're performing against targets and how performance has changed over time
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Transfer Requests
Provides a granular, YTD view of the transfer requests that come in to your health system so you understand not only the number of transfers that were accepted, declined, cancelled, and lost, but also the reasons for lost transfers and how those losses vary by location
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Physician Response Times
Executive-level snapshot of response times by physician and service line so you can use to hold physicians accountable and to improve responses times in your highest margin service lines
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Response and Acceptance
A snapshot view of physician response and acceptance times with color-coded indicators that allow you to easily track physician performance against goals and tie that performance to compensation
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Attempted Placements
Easy-to-understand attempted placement information, including acceptance rate by patient type (useful when you're trying to hit service line growth targets) and top referring locations (so you can understand where your business is coming from and where your marketing opportunities lie)
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Acceptance Rates by Facility
Dynamic, color-coded YTD transfer acceptance rates across your entire system so you see which facilities are hitting corporate objectives and work to improve your load balancing goals
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Transfer Cycle Times by Facility
Provides another way of looking at the data that speaks to your system-wide transfer cycle performance goals and enables you to target process improvement efforts
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Final Outcomes
Graphical synopsis of the final outcome of each transaction - whether attempted, cancelled, lost, or converted to consult - so you can understand the proportion of opportunities lost due to transfer services performance

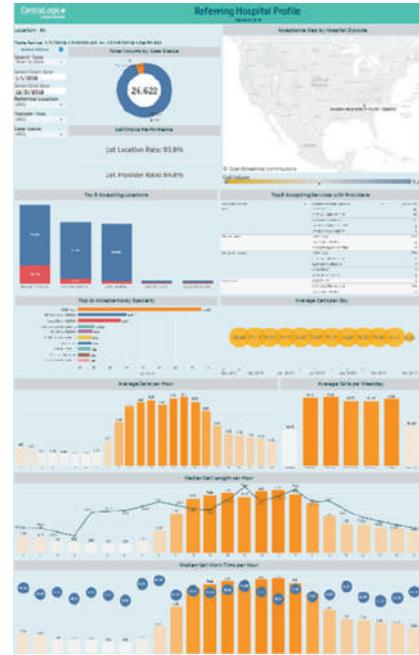




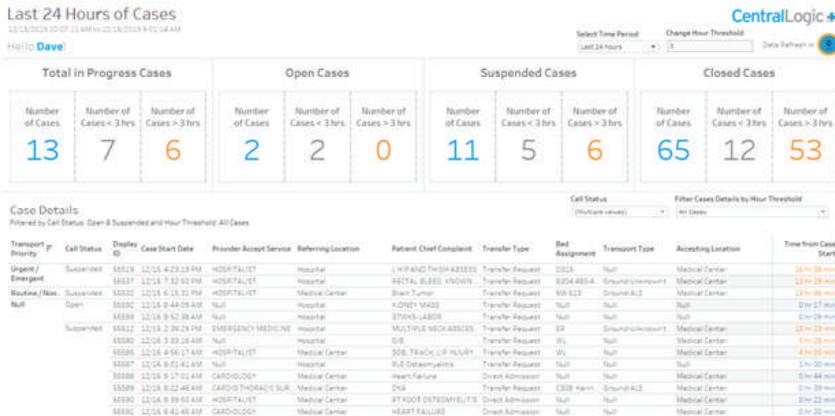
Agent Productivity Dashboard



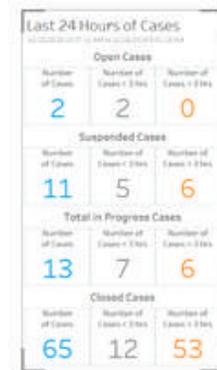
Referring Hospital Profile Dashboard



Live View Dashboard - for large screen display



Live View Dashboard - for mobile display



Central Logic Clients

We partner with health systems to create enterprise-level visibility that streamlines access to care and improves outcomes. Our clients count on us to help them deliver strong growth, improve patient outcomes, and make their operations more effective.

10x

1-year ROI with Transfer Center

3

average months to generate an ROI

93%

client retention rate

1.7M

patients transferred in 2018

29%

average first-year transaction growth