

# Reimagining Acute Care Delivery in 2025 and Beyond



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# Introduction:

## Acute Care's Operational Crisis

Acute care hospitals face a relentless wave of operational challenges. Emergency departments are often overwhelmed, as delays in inpatient bed turnover create bottlenecks that back up patient flow. Discharge processes, plagued by poor coordination, stall, further clogging the system. Patients remain hospitalized longer than necessary due to fragmented workflows, misaligned processes, and reactive resource management.

These inefficiencies don't just slow operations—they come at a steep price. Costs escalate, healthcare workers are stretched thin, and patient outcomes suffer. Despite the best efforts of leaders and staff, the cycle persists, compounding delays and exhausting resources.

In this book we will dive deep into the healthcare delivery crisis, and the path to powering responsive care operations. Here you'll find insights and forethought drawn from the discussions and strategies explored at the Kontakt.io Responsive Care Operations Summit in New York City in November, 2024.





## ONE


# A Hidden Problem: Fragmented Systems and Siloed Data




Hospitals lack the visibility and orchestration needed to run efficiently. The problem is hidden in plain sight. Beneath the daily struggles lies a fragmented operational ecosystem. Hospitals depend on 400+ disparate systems to manage patient records, staffing, equipment, and more. These systems rarely talk to one another, leaving critical operational data unavailable, siloed, or inaccessible. The result? An inability to act in real time or proactively address bottlenecks. The consequences ripple across the hospital:

- **Misaligned Resources:** Staff, equipment, and rooms aren't dynamically allocated to meet patient needs.
- **Opaque Patient Journeys:** Leaders lack real-time insights into where patients are and where delays occur.
- **Reactive Resource Allocation:** Planning relies on outdated data, driving inefficiency and escalating costs.

This fragmentation quietly undermines a hospital's ability to deliver timely care. Length of stay increases, costs soar, and throughput slows. The strain spreads to every corner of the organization, from overworked staff to frustrated patients.



  
**Asset List**

-  [Wheelchair D72](#)
-  [Wheelchair D73](#)
-  [Wheelchair D74](#)



**Wheelchair 11A**

[Live Location](#)

TWO

## Breaking Down the Impact: Why Fragmentation Matters

The fragmentation of systems and data creates a cascade of inefficiencies. Patients stay in the hospital longer than necessary—often an additional 0.5 to 1 day. This inflates costs, reduces bed availability, and creates gridlock in emergency departments. Staffing and equipment shortages become more acute, as resources are allocated based on outdated or incomplete information. The ripple effects are significant:

- Patients face higher risks of hospital-acquired conditions and report lower satisfaction due to prolonged stays.
- Staff are forced to spend 25% of their time navigating operational roadblocks rather than delivering care.
- Hospitals lose thousands of dollars for every unnecessary day of patient stay, limiting capacity to admit new patients.

Without real-time insights or a unified operational framework, hospitals are left reacting to crises instead of preventing them.



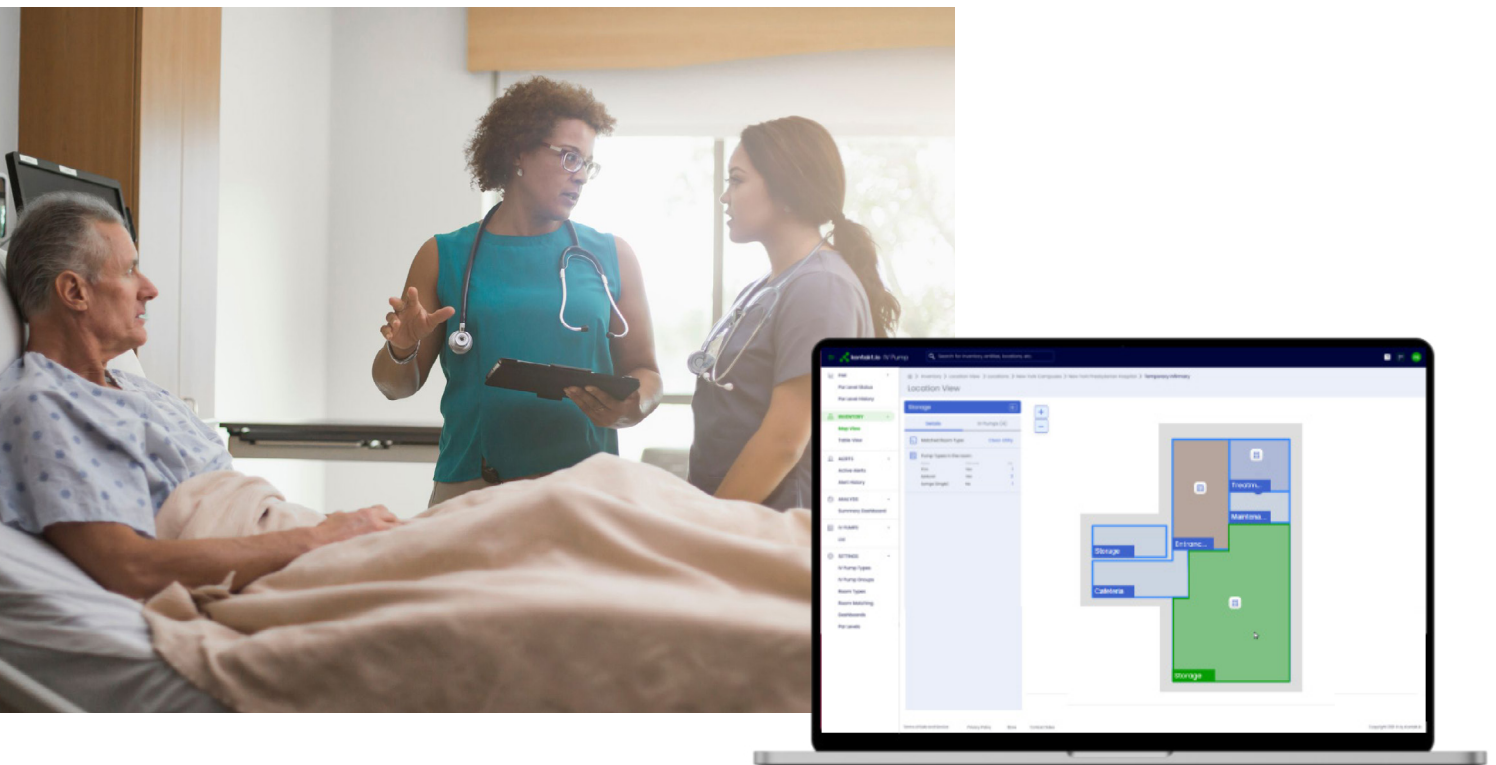
## THREE

# A Vision for the Future: Responsive Care Operations

Now, imagine a hospital that operates differently. Instead of fragmented systems and reactive management, there is a unified platform that integrates data, orchestrates resources, and provides real-time visibility. In this future:

- Right bed, right equipment, right staff, right time. Staff, equipment, and rooms are dynamically aligned to meet patient needs at the right moment.
- Leaders have a comprehensive view of patient journeys, enabling them to proactively address delays and bottlenecks.
- Length of stay is reduced, freeing up thousands of bed-days annually and enabling better patient throughput.

The result is transformative: emergency departments clear faster, staff workloads are lightened, costs are controlled, and more patients receive timely, high-quality care.



## Equipment

# Reducing supply chain costs using asset management

Because healthcare is such a capital-intensive industry, where each bed costs \$5M-\$6M, utilization matters deeply, and asset efficiency matters deeply. Maximizing utilization of high-cost resources is paramount to financial sustainability and effective care delivery.

In order to maximize utilization, healthcare systems need real-time visibility of their inventory. Understanding not just what equipment you have but also where it is, where it's needed, what condition it is in, and, ultimately, where it will be needed next. Enhanced asset management, powered by RTLS data and AI analytics, can deliver operational efficiencies, "right size" inventory, and more:

- Increase utilization rates and forecast resourcing
- Reduce or eliminate rentals while recovering equipment that would previously go missing
- Defer future equipment purchases

The most effective solutions prioritize patient experience and seamlessly fit into staff workflows with clear, actionable outcomes rather than simply "improving efficiency" or "finding" equipment. Reducing costs with a single platform, enterprise-wide asset management solution can coordinate operational efficiency with clinical care to power long-term success, efficiency, and optimal care delivery.

The financial impact and savings can be significant and nearly immediate with hospitals seeing results in the current quarter from reduced rentals and increased utilization. Healthcare systems acting as a unified network can efficiently share and allocate assets across facilities as needed, ensuring caregivers have everything they need and improving patient outcomes.



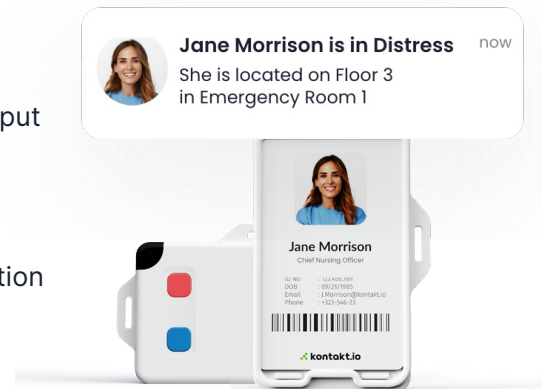
## Staff

# Improving nurse retention and productivity with workflow automation

Nurses today spend up to 75% of their time away from the patient. A lot of missed care happens without efficiency. But we now have large data sets that we can leverage with AI to build automations and identify efficiency opportunities.

Transforming this data into logistics to help with throughput and reduce administrative burden gives nurses more time at the bedside to do their jobs, instead of having to search, beg, borrow, or steal equipment. Improving workflow, supporting productivity, and increasing retention have practical implications:

- Leveraging years of historical patient data to predict the likelihood of no-show patients to optimize patient throughput
- Implementing a virtual nurse experience to mitigate staff burnout and reduce tedious, manual tasks
- Powering automated patient engagement and documentation for EHRs



Mitigating workplace violence is also critical with regards to productivity and retention: leveraging technology, deescalation training, threat assessment, and including patients in the equation are all part of a holistic approach to keeping our staff safe.

The hard ROI can be measured in reduced labor costs: less burnout and lower recruitment costs. And the soft ROI compounds over time: staff satisfaction, wellness, and productivity. It's difficult to put a price on the value of a nurse comforting a grieving family member after a loved one has died. While this doesn't appear on a balance sheet, it embodies the core of healthcare's mission — compassionate, human-centered care.

Nothing will ever replace the healing power of touch, and organizations must prioritize this aspect of care as part of operational efficiency and financial sustainability. While staff safety improves retention, reduces burnout, and bolsters recruitment, the end result of workforce well-being is improved patient outcomes.



## Patients

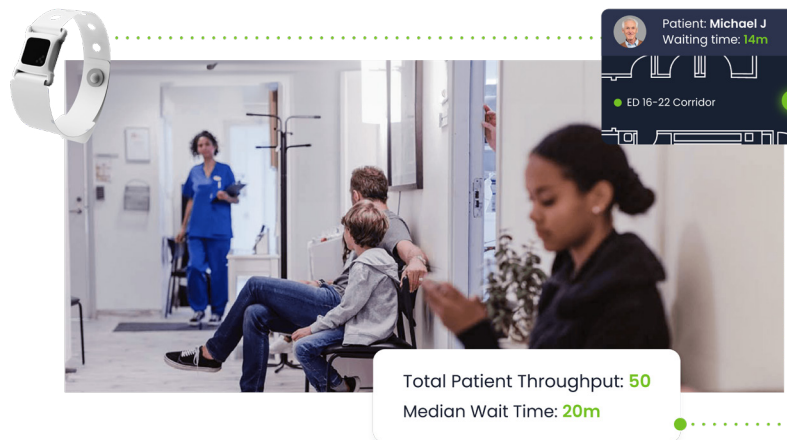
# Increasing capacity, reducing LOS, and orchestrating the inpatient journey

Healthcare is now 20% of the US GDP. How much are we going to spend while still tolerating poor outcomes? What are the new and emerging technologies that can help hospitals improve their negative operating margins?

Health systems taking the long view in evaluating operational strategies and technologies may find that some companies actually oversell the ROI on their solutions and undersell the benefits to caregivers, the actual people who work with real inpatients. By drilling down into solutions that prioritize the patient experience and provide clear outcomes to real challenges, leadership can ensure new tech will empower staff, support and boost care delivery, and reduce friction or otherwise integrate with current workflows.

Even shaving just 30 minutes off your average discharge time can add up to a significant and financially meaningful reduction in length of stay (LOS). All of this translates to improved capacity and operating margins:

- Improving patient throughput with resource forecasting, preparation, automation, and logistics
- Analyzing historical data and transforming it into actionable insights and recommendations
- Orchestrating the patient journey from admission to discharge



Technology integration must focus on the patient experience, and provide immediate, tangible benefits without disrupting workflows. Solutions that optimize resourcing, support caregivers, and improve patient satisfaction are vital for success and sustainability.

We certainly want to address pain points like manual, tedious tasks, and workflow bottlenecks, but oftentimes the less measurable benefits are better aligned with an organization's mission and values: providing the best possible quality of care delivery for your patients.



## FOUR

# The Path Forward: From RTLS to AI-Enabled Orchestration

Achieving this transformation isn't just a distant vision—it's possible today. The journey begins with a few key steps:

1. **Unify Operations Data:** Integrate data from electronic health records, real-time location systems (RTLS), and workforce management tools into a single, actionable view.
2. **Leverage AI-Driven Tools:** Use agentic AI to optimize workflows, streamline bed turnover, track equipment, and dynamically allocate resources based on real-time needs.
3. **Measure and Optimize Continuously:** Monitor key metrics—length of stay, patient transitions, resource utilization—and use data-driven insights to refine operations.

Responsive care operations are more than just an operational upgrade—they represent a fundamental shift in mindset. By breaking down silos, embracing integration, and adopting proactive orchestration, hospitals can unlock their full potential and deliver on the promise of exceptional care. Kontakt.io's vision is to provide the platform that care delivery operations run on.

## Conclusion:

# Unlocking the Full Potential of Care

At Kontakt.io, we believe this is the roadmap for hospital leaders who are ready to address inefficiencies, reduce costs, and improve care delivery. Here's to unlocking the full potential of healthcare delivery with responsive care operations for equipment, staff, and patients.

The path forward is one of integration, visibility, and dynamic resource management. By addressing the hidden costs of fragmentation, hospitals can transform operations, improve outcomes, and create a future where every resource—from beds to staff—is used to its maximum potential. The opportunities for transformation are immense, and the time to act is now.

For more information, visit our website:

[Kontakt.io](https://kontakt.io)







## About Kontakt.io

Using AI, IoT, and RTLS on a cloud platform, we optimize care operations and processes by giving visibility to how people and things move through your facilities. Kontakt.io provides health systems with a home for the operational data, integrating with EHR systems and using AI to transform data into action that cuts waste, streamlines workflows, increases productivity, and keeps people safe.

Why Customers Love Kontakt.io:

- **We make things easy.** Simple to use, easy to buy, and ready to deploy, our platform cuts deployment time from months to days.
- **We ensure fast outcomes.** We deliver everything you need as a service, ensuring the industry's quickest time to value and your desired outcomes.
- **We offer unmatched scalability.** Our platform is built and priced for easy scalability into new use cases at the push of a button. Start small or big, and scale at your own pace



# What our customers say about Kontakt.io



Dignity Health



**Noel Hodges** R.Ph., MBA  
CEO of South Atlantic Supply Chain for HCA



“We have significantly reduced rentals. 3 out of 4 rentals, that we were actively renting two years ago are gone. 6 out of 10 nurse requests for equipment we fulfill internally. [Kontakt.io] has done an absolutely amazing job as a partner with the implementation. And it starts there. We built a model that allowed us to look at things from an enterprise perspective. We built an infrastructure that cascades up and down.”



**Chris Paravate**  
Executive VP and CIO at NGHS



“What Kontakt.io is working [on] with Northeast Georgia is a unique combination and enables us to really drive that solution, not only in the emergency room, but in other care settings, inpatient, ICU, and procedural areas. That’s an important aspect of taking care of our employees so that they can take care of the patient and be in the moment.”



**Michael Mistretta**  
Vice President & Chief Information Office  
Virginia Hospital Center



“Integrating the beacon technology into our current wireless technology... And making the contacts actually work with our wireless access points was one of the key factors to get this [deployment] to be effective... The whole project, from app development to go-live, took only three or four months... This is not just a patient tool, but also an operational tool to improve how we deliver service to our customers.”

# Get in Touch

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