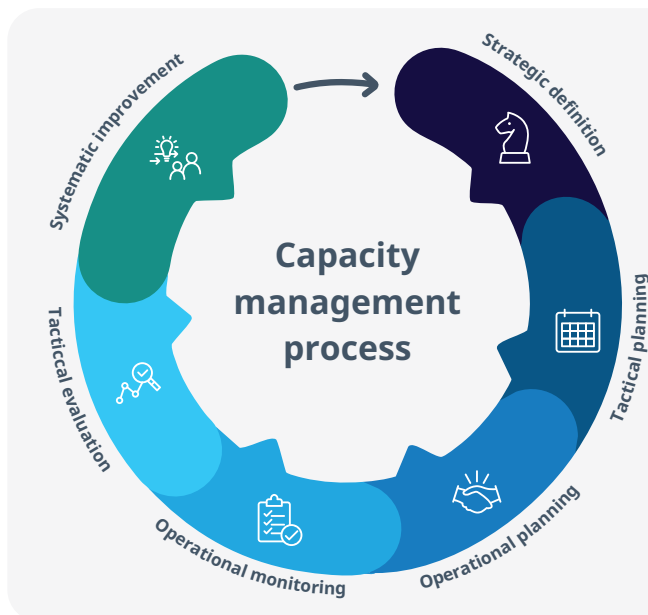


IQVIA Health Flow

The right care, at the right time, by the right person, in the best possible way, with as little waste as possible.

From demand to delivery: The capacity management method

Healthcare organizations face constant variability in patient demand, staffing and resource availability. Without a structured approach, this variability leads to bottlenecks, overload and inefficiencies. The capacity management process is a structured, repeatable cycle that supports decisions across all planning horizons — from strategy to daily operations.



Process overview

- An end-to-end management approach linking strategy, planning and operations
- Strategic choices on demand, services and capacity translated into actionable plans
- Execution monitored against actual performance in daily operations
- Continuous refinement through evaluation and systematic improvement
- Ongoing alignment with changing demand and organizational priorities

Make capacity management a competitive advantage: The value drivers

How to improve patient outcomes while reducing the cost of delivering this outcome?

Effective capacity management creates value by improving outcomes that matter to patients while using available resources more efficiently. The impact is not driven by one metric, but by a balanced set of value drivers.

Value drivers

Access and throughput

- Treat more patients with the same capacity
- Reduce waiting times and improve access reliability

Efficiency and costs

- Use beds, ORs and staff more effectively
- Reduce overtime, interim staffing and reactive fixes

Flow and predictability

- Reduce variability and last-minute replanning
- Improve operational stability and control

People and experience

- Reduce workload pressure and sick leave
- Improve employee and patient experience

IQVIA Health Flow: The capacity management solution

IQVIA Health Flow is a modular platform that operationalizes the capacity management method. It supports healthcare organizations from strategic design to daily execution by providing the right insights, at the right time, to the right roles.

Rather than focusing on isolated metrics or departments, Health Flow connects demand, capacity and decision-making across the organization in one integrated approach.

How IQVIA Health Flow is structured

IQVIA Health Flow is built around four core building blocks, each supporting a specific planning horizon and decision level. Together, they form one continuous capacity management cycle.



What IQVIA Health Flow enables

- Near-real-time and predictive visibility on demand and capacity
- Scenario simulation through a digital twin
- Role-based views for operational, tactical and management users
- A continuous feedback loop between planning, execution and evaluation

IQVIA Health Flow turns capacity management from an abstract concept into a daily, decision-driven practice — improving patient outcomes while using available resources more effectively.