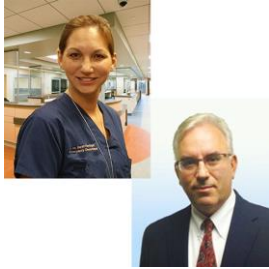


# New Member Spotlight: Carecapacity



**Carecapacity (formerly UBQ, Inc)** offers software services that use a smart assignment and an AI-based prediction engine to align care incentives and balance workloads resulting in improved performance and profitability. Since starting up in 2016, Carecapacity is now serving over one million annual patient visits. In 2018, the company was awarded 1st place in ACEP's InnovatED competition, beating out 80 participants. If you are interested in learning more, please visit [www.carecapacity.com](http://www.carecapacity.com)

## ***Excerpts from a conversation with Dr. Sarah Kitazono, co-founder and Alex Von Allmen, Director of Sales & Marketing***

Dr. Kitazono is an emergency physician in Northern California who runs operations for a busy emergency department seeing well over 100,000 patients a year. She has been with Carecapacity for five years. Alex von Allmen is a marketing and business development executive with experience in Medical, Insurance, Software and Telecommunications industries.

Care fatigue and provider burnout are real problems. Putting a provider in the lobby seems to improve some performance metrics but often does not address the underlying root cause of the problem. Carecapacity was founded by emergency physicians to improve demand capacity utilization and the patient and provider experience in their busy ERs. Carecapacity's software, with its complex algorithms, balances workloads and even allows for visit caps and warm up and cool down periods.

Carecapacity joined EDPMA because EDPMA provides a lot of information about the emergency medicine landscape in one place, ensuring efficient use of Carecapacity's time. "The thought leadership, access to leaders within their groups and companies, and influencers who are a part of EDPMA made a compelling case to join the association. Carecapacity ultimately helps ED groups with performance and revenue profitability which makes this a great fit," said Alex von Allmen.

Dr. Sarah Kitazono continues, "the networking has been a real value for us, and we have learned a lot through the information provided by EDPMA and by attending the telemedicine workshop in May 2019. Membership in EDPMA, with its newsletters and alerts, has helped us to better understand the emergency medicine landscape."

In 2019, Carecapacity attended the Solutions Summit and found it to be very useful for networking and learning about hot topics in emergency medicine. Carecapacity plans to exhibit at the 2021 Solutions Summit on May 25th in Seattle, Washington.