

Partnering to Streamline Scheduling

Implementing centralized scheduling

Multi Facility Healthcare System *New York/Connecticut area*

The health system is a local family of nonprofit hospitals and healthcare providers in the NY/CT area. They have deep roots in their respective communities and work together to provide quality care. Supplementing their hospitals with long-term care facilities, a free-standing radiation oncology center, urgent care centers, a multi-specialty medical practice and a home care service and affiliated healthcare providers Medical Practice, The Heart Center. Together, these hospitals and healthcare providers devote themselves to the development of clinical specialties and medical programs and services.

In early 2016, the healthcare system set out to improve and streamline their patient's access and experience through the utilization of one phone number to schedule services across all hospital locations.

SOLUTION

MedMatica Consulting was engaged to lead their implementation of a centralized scheduling department for the organization. MedMatica was responsible for the planning, management, execution and delivery of a centralized scheduling model solution. Project scope began with the health systems most challenging department, Radiology, and is in the process of expanding to include additional clinical service departments.

ACTION

With MedMatica Consulting leadership, the team created a Central Scheduling Department for all radiology outpatient procedures across multiple hospitals and the stand alone radiology sites. The unit itself was set up for staff to effectively schedule including set up of phones, an ACD system, a single fax system for receipt of orders, and installation of dual monitors. The actual sites initial phone trees were modified to drive all radiology scheduling calls to the unit. The system's scheduling module and procedure processes required the standardization of diagnostic testing across the facilities including naming conventions, durations, and exam preps. This standardization allows the central scheduling unit to offer services to patients at locations across the organizations sites that best fit the patient's personal time and location needs. Patients can now change their scheduled location without encountering changes to their pre-service instructions and service duration.

CHALLENGES

Many of the challenges the healthcare system encountered resulted from the transition from decentralized to centralized scheduling. To address the transition challenges, special care was taken in gathering of requirements and designing rules to ensure that each clinical department's preferences were incorporated into the model solution.

OUTCOMES

The MedMatica team of experienced consultants provided superior consultative services and delivered a centralized scheduling solution for all outpatient radiology procedures.

The hospitals are benefiting from improved throughput in their testing and clinic areas resulting from the centralized scheduling unit's improved first call answer rate and follow-up of physician order requests.

Through the use of the ACD system, the hospitals ability to monitor call volumes, length, and abandonment rate has provided critical data to allow management to better meet the needs of patients calling into the call center.

Overall, the health systems patient population is experiencing a more streamlined scheduling process, driving increased procedure throughput and ultimately improved patient satisfaction.

Contact Information

MedMatica Consulting
18 Barrington Lane
Chester Springs, Pa 19425
610-827-1356
contact@medmatica.com
www.medmatica.com



MedMatica
Consulting Associates

