



Customer: Abington Memorial Hospital

Website: www.amh.org

Customer Size: 4,000 employees

Country or Region: United States

Industry: Healthcare

Partner: Acme Express, Inc.

Customer Profile

Abington Memorial Hospital is a large regional healthcare facility that serves residents living in the suburbs north of Philadelphia. It provides a wide range of medical services and also conducts research.



Contact us for more information:

Email gscipione@acmex.com
or phone 216-391-7400 x 209.

www.docsscheduler.net

Acme Express, Inc.
3821 Prospect Avenue
Cleveland Oh 44115

Hospital Minimizes Scheduling Errors, Streamlines Daily Tasks with DOCS Scheduler

"The ease of use and effectiveness of DOCS Scheduler makes it a valuable asset that helps streamline some very critical processes."

*Shane Lavallie, Systems Analyst, Emergency Trauma Center
Abington Memorial Hospital*

The Emergency Trauma Center at Abington Memorial Hospital was struggling with inefficiencies and errors while using a manual scheduling system that involved white boards, email, and paper lists. When the center switched to DOCS Scheduler from Acme Express, inc., it eliminated most of its scheduling errors with a system that quickly updates physician's schedules while streamlining daily tasks for employees.

Business Needs

Abington Memorial Hospital is a large healthcare facility that serves residents in and around Abington, Pennsylvania. The organization, which consists of two hospital campuses and a clinic, has about 1,200 doctors and offers a full range of healthcare services and medical research, including heart and cancer medicine, neurosciences, a vascular surgery center, and pediatric care. The hospital was the focus of a series of articles by a Pulitzer Prize-winning reporter from the Philadelphia Inquirer who wrote about challenges and advances in American healthcare.

One of the important facilities operated by Abington Memorial is its Emergency Trauma Center (ETC), where approximately 100,000 patients are treated annually. For years, Abington used a manually intensive system for scheduling doctors and other medical professionals for the center.

It was cumbersome and difficult to manage and sometimes led to scheduling errors and misplaced schedules, says Shane Lavallie, Systems Analyst for the ETC. "It took a lot of resources to retrieve and collate all the schedules for the



various departmental entities," says Lavallie. "We have four strategic areas that work in the ER, and all of the schedules for the personnel in each area had to be copied and distributed. We also used white boards with schedule information that had to be transcribed to paper, which was then emailed around. Plus, scheduling errors sometimes led to the wrong physician being called in the middle of the night. That was not a good experience for anyone involved. The system was an administrative nightmare of paperwork and required dedicated staff time just to make the process work."

Solution

Abington Memorial management felt that the organization had to improve and streamline its ETC scheduling system to handle growth and to streamline the scheduling processes. Working with Acme Express, Inc., Abington Memorial deployed Doctors On-Call Schedule (DOCS), a hosted Internet-based solution that allows hospitals, physicians, and medical practices to easily create work schedules for their medical staff. DOCS Scheduler is used at the Abington ETC for scheduling on-call physicians and operating rooms.

To ensure the security and accuracy of the system, there are only 10 people in the organization who are allowed to create, modify, and delete schedules. There is also a high-level administrator for the system who is responsible for establishing permissions and other settings. In addition to being displayed on

screens in the ETC, DOCS Scheduler can be accessed through the Abington Memorial intranet and also by staff over the Internet using password-protected logons.

Benefits

The deployment of DOCS Scheduler has helped Abington Memorial's Emergency Trauma Center eliminate most of the issues posed by its previous scheduling processes.

With DOCS Scheduler, staff members can be assured that when they call a doctor listed as on-call, they are calling the correct physician. Staff time that used to be consumed dealing with manually created schedules is now being used better for other tasks. The DOCS Scheduler system is also easy to use, further streamlining the process of scheduling physicians.

Getting to the Right Physician

DOCS Scheduler has virtually eliminated scheduling mistakes—and their consequences—that used to occur in the past.

"DOCS Scheduler makes it much easier than using a manual system for ensuring that the right physician is listed for a specific time and place," says Lavallie. "In the past, if a doctor's schedule was initially entered incorrectly, it stayed incorrect throughout the day, with the result that a complaint could be filed to the ER chairman. That rarely happens now, and when a mistake is spotted, it can be correctly instantly."

Redirecting Staff Resources

Staff time that used to be spent gathering and disseminating schedules from different departments is now being redirected.

"Instead of spinning our wheels by using a lot of staff time to manually maintain schedules from different departments, DOCS Scheduler automates the process," Lavallie says. "And now, those staff members who used to do mundane scheduling tasks can be put to work on more valuable tasks. It helps us make much better use of our human resources."

Easing Daily Tasks

For the employees authorized to create and modify entries in DOCS Scheduler, the system is easy to use, making their daily jobs easier.

"The DOCS Scheduler software is highly intuitive," says Lavallie. "It only takes a few clicks to make or edit an entry. This also makes it very easy to train someone on system when needed. The ease of use and effectiveness of DOCS Scheduler makes it a valuable asset that helps streamline some very critical processes."