

Case Study

Centralized Call Management *using* Aionex Patient Response Center



Fast Facts

Client: Marshall Medical Centers in North Alabama

Challenge: Consolidate patient call management at two facilities located 20 miles apart

Solution: Aionex Patient Response Center

The Need: Centralized Patient Call Management for Two Hospitals

Only 20 miles separate north Alabama's Marshall Medical Centers, but their combined 240 beds serve roughly 10,000 patients each year. Those patients generate hundreds of thousands of calls – requesting pain medicine, reporting problems with room temperature, asking for linens, wanting food or beverage, and a variety of other needs. As with most hospitals, all of these calls were answered at the nurse station, where busy clinical staff had to document the request, find someone to respond and continuously follow up to make certain that the request was completed.

The Solution: Aionex PRC

In July 2008, an Aionex Patient Response Center (PRC) installed at Marshall Medical Center North began handling all patient calls for both hospitals. The centralized PRC enabled patient calls to be immediately answered and requests to be dispatched to the right person. As a result, nurses now receive only care-related calls, while tasks related to repairs are dispatched directly to facilities personnel, meal requests go straight to dietary and room spills are sent to environmental services. "The PRC provides three obvious benefits," says Peggy Hudson, Communications Coordinator. "Our patients' requests are fulfilled faster, the units are quieter and clinical staff are happier because they're no longer burdened with calls that aren't their responsibility."

Dramatic Call Volume with Limited Staff

During the PRC's first month, staff answered 7,061 patient calls. Roughly 18 months later, the PRC averages more than 32,000 calls per month – almost 400,000 per year. And all of those calls are answered by just two people

Monday through Friday and one person nights and weekends. In addition, the PRC requires little physical space and hardware, which allows it to be located virtually anywhere.

Task Tracking and Staff Accountability

When a patient pushes the call button, the patient's name and location are displayed on a computer monitor, enabling PRC staff to answer with a personal greeting. PRC attendants determine the need and dispatch a text message to the person responsible for that task, that day, that shift – all in an average of 20 seconds. Each task notification is transparently tracked and time stamped, with auto-generated reminders and manager escalations sent until the task is completed. This ensures that no patient-related task is overlooked and drives staff accountability.

Reports Facilitate Patient Satisfaction

Reporting allows management to identify top patient requests, which helps improve patient satisfaction as well as overall operational productivity.



*The Aionex suite is an efficiency and throughput tool that uses a rules-based engine to ensure that every patient-related or real-time task is handled appropriately and effectively to increase overall efficiency and productivity. For the first time, leadership has a vehicle that assigns and manages accountability, which enables hospitals to achieve new, higher levels of satisfaction, safety and quality. Aionex features a subscription agreement that includes all software, installation, training, maintenance and upgrades. By choosing Aionex, hospitals regain the **time to make a difference.***