Cheshire Medical Center

OVERVIEW

CLIENT
Cheshire Medical Center
Dartmouth-Hitchcock

PRODUCTS
Sentact**SinglePoint**
Sentact**Rounding**

BED SIZE
169 Beds

CUSTOMER SINCE
2006

1 FTE
Time
Savings

1 HOUR
Turnaround
Time

INCREASE
Regulatory
Compliance

THE CHALLENGE

At Cheshire Medical Center, requests from facilities, housekeeping, telecommunications, and patient transport were increasing with each day. The increase in requests created a slowdown in response time, a delay in completed paperwork compounded with missing data. In addition, the number of phone calls were overwhelming, most especially during peak times. For these reasons, Cheshire Medical Center started their search for an automated solution. The Sentact**Rounding** and Sentact**SinglePoint** solved the business issues so perfectly that it became the gold standard for other software vendors.

THE SENTACT APPROACH

The key to solving Cheshire Medical Center's challenge was to streamline the request and task processes. Sentact**SinglePoint** helped the support services staff do just that. The system is completely automated, so there is no need to assign, track or document the task, because it's automatically handled in the workflow engine. The request is sent directly to the employee with the right skill set in the right location to carry out the task. Nurses now have easier methods to submit requests. The powerful search engine enables nurses to order multiple services with just a few clicks, and real-time status updates create seamless communication. Delays are automatically escalated, and notifications are electronically distributed to ensure that quality standards are being met.

Sentact**Rounding** allows Cheshire Medical Center to complete EOC Rounds effectively and efficiently. Leaders in these areas can track the progress of the request in real-time and can also handle requests on-the-fly or corrective action with a smart device or tablet, eliminating follow-up phone calls, and ultimately providing better service and collecting accurate data for reporting.

THE RESULTS

Reducing costs does not mean sacrificing quality or data. Cheshire realized several benefits from the automation of their dispatch center and implementation of EOC Rounds. No longer do technicians need to return to a centralized facility to collect work orders or requests for equipment improving turnaround times and regulatory compliance has increased.

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