

OVERVIEW

CLIENT

Palomar Health

PRODUCTS

SentactSinglePoint

SentactRounding

BED SIZE

3 Hospitals

600 Beds

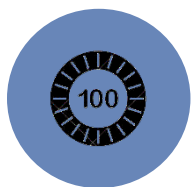
CUSTOMER SINCE

2011



11,000 Tickets

Requests & Tasks per
Quarter



100% Completed

Tasks, Requests, &
Surveys



6,000 Completed

Rounds per
Quarter

THE CHALLENGE

At Palomar Health, requests for items from multiple departments were handled in a disjointed manner. Requests were misplaced or delayed because a centralized system was lacking. Compliance and Satisfaction Rates were suffering and in a decline. This prompted Palomar to begin the search for a centralized method with which to complete rounds, collect requests, and handle deficiencies. Palomar cast a wide net to compare and analyze an automated approach. Upon researching several vendors and solutions, SentactRounding and SentactSinglePoint were selected to offer Palomar the best solution to help improve their quality, safety, and the patient experience.

THE SENTACT APPROACH

Once the decision was made to go with Sentact, Palomar Health was uncertain as to how to start the process. They relied on Sentact to provide the industry knowledge to guide the Palomar team through the implementation and go-live process. Sentact met with each of the departments to determine not only the workflow but the type of rounds, requests, the drop-down options etc., In addition, Sentact worked with the Information Systems Department to help ensure that the transition from disparate systems to one central system went well and that there were not bumps or hitches in the process. Sentact trainers ensure adoption was embraced and users felt the system was efficient and not burdensome.

SentactRounding is also a tremendous help to nurses who now have one centralized location for completing rounds and submitting deficiencies. 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 quality standards are being met.

THE RESULTS

The goal for Palomar was to eliminate the disparate systems and centralize the rounding and request process. With a centralized process, Palomar envisioned an efficient system that would ensure rounds were completed, issues identified and corrected quickly, and requests were no longer delayed or lost. Using that goal as a measure, the Sentact implementation was a tremendous success. Once live, requests were being complete and responded to quickly and efficiently.