

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. Cheshire Medical Center turned to Sentact and requested a demonstration of their Support Services and Safety & Compliance Solutions. After some deliberation, Cheshire Medical Center selected Sentact. The Sentact Healthcare Operations Suite 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's Support Services Solution 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. Cheshire Medical Center is using the Support Services Solution for facilities, housekeeping, telecommunications, patient transport, moves & renovations, as well as safety & security. In addition, the Sentact Safety & Compliance Solution helps Cheshire Medical Center 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 with a smart device or tablet, eliminating follow-up phone calls, and ultimately providing better service and collecting accurate data for reporting.

The Sentact Support Services Solution is also a tremendous help to nurses who 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.



The Sentact Support Services Solution has helped to streamline and automate all of our requests in one central location making it easy for our staff to receive and respond quickly and efficiently.

Tina Hale
Facilities Coordinator
Cheshire Medical Center

THE RESULTS

Reducing costs does not mean sacrificing quality or data. Cheshire Medical Center has realized a number of benefits from the automation of their Dispatch Center. No longer do technicians need to return to a centralized facility to collect work orders or requests for equipment. Now, it takes less than an hour for a technician to respond to the issue thereby increasing end-user satisfaction.

Before the implementation, Cheshire Medical Center call center was staffed with a large number of dispatchers handling the calls and routing requests. With the implementation of Sentact, Cheshire Medical Center found savings in eliminating a FTE (full-time employee) in this area and allowing others to focus on fulfilling requests, and in reporting to management.

THE FUTURE

The Support Services Solution is functioning so well at Cheshire Medical Center that there are plans of extending its use to Laundry and Linens in the near future as there are issues of linens being hoarded and even disappearing. By implementing the Linen Management Application, Cheshire will ensure inventories are accurate, reduce re-ordering of unnecessary linens and ensure that items are tracked appropriately.