Prominent Atlanta area hospital pharmacy attains 80% decrease in wait times with Qmatic

This premier Atlanta area hospital, founded in the late 1800s, is one of the largest health systems in the United States. From a humble beginning as a clinic with just over 100 beds, it is now **one of the country's largest public hospitals**, prepped for patients 24/7.

As a multifaceted healthcare provider for two counties, the health system provides **over 65 services** to its communities. Care provided includes pharmacy services at multiple locations, the busiest of which serves upwards of 450 patients a day

😟 THE SITUATION

Due to their large size and high traffic volumes, the hospital pharmacies were in need of a system for tracking patient volume, wait times, staffing requirements, and workload. While pharmacy executives had a clear vision of what they wanted to accomplish, they lacked the business tools to monitor their environment and produce necessary changes.Open 24/7, the hospital pharmacies had an endless line of patients. In an attempt to address patient backlog, the pharmacy began scheduling appointments that were often hours later.

Reduction of waiting time by neraly **87**%

This workaround did not solve their waiting problems or furnish pharmacy executives with tangible data to identify a permanent solution.

❤ THE SOLUTION

The hospital Pharmacy Department turned to Qmatic for a patient experience solution that would address their servicing and data needs. With the Qmatic system, the pharmacy could track and analyze patient flow and wait times, as well as staff servicing times.

Armed with statistical data, pharmacy staff could determine and prove that the pharmacy was understaffed. By sufficiently staffing the pharmacy to manage the patient flow, as well as implementing a clear patient flow method, the pharmacy was finally able to reduce wait times.

⭐ THE RESULTS

"Qmatic allows us to have a better picture of our patient flow," said the Pharmacy Technology Manager at the hospital pharmacy.

By understanding staffing needs, the pharmacy was able to **reduce business hours from 24/7 to operating times between 7:00 am and 8:00 pm**. The new hours also decreased the overall pharmacy operation costs and were much easier on pharmacy staff.
Meanwhile, the pharmacy maintains the decrease in

> **"We had no idea what the actual patient volume levels were, or patient wait times. We didn't have the information we needed to efficiently serve the large volume of patients we were seeing"**
>
> Senior Clinical System Analyst for the hospital

patient wait times: **from upwards of 5 hours down to 60-90 minutes**.
"The Qmatic solution provides good statistical information," said the hospital's Senior Clinical System Analyst. "For the pharmacy, it resulted in a better understanding of staffing requirements. The outcome was a better patient experience."

👍 OVERVIEW OF THE SOLUTION

Atlanta Area Hospital Pharmacy
One of the country's largest hospital systems had staggering 5+ hour wait times in hospital pharmacies.

Area: Healthcare
Region: United States

The challenges
- Long wait times for all patients, even with scheduling
- Inability to track patient volume throughout the day
- High volume of patients with limited number of staff

The solutions
- Patient input and tracking through the Orchestra Platform and check-in kiosks
- Clear patient direction with integration of LED signage to call and direct patients

Reporting and analysis of data through business intelligence modules

The advantages
- Advanced, state-of-the-art technology: A click of a staff member's button calls the next patient in the to service by an audio announcement, while visual LED displays direct patients
- Benefit from tracking across multiple queues: Qmatic system begins tracking at check-in and throughout the service process
- Gain insight into service and staffing processes across multiple locations: Collected data helps provide insight on needed skill sets to appropriately staff individual pharmacies
- Collection of Statistical Data: Provides insight into daily operations and supplies the tangible information necessary to make functional improvements and defend staffing and budgetary requests

Contact us to know more   .

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