

Westlake Hospital

Fluid patient registration and admission leads to decreased wait times and increased



OVERVIEW

Westlake Hospital, a 328-bed facility founded in 1925, offers both conventional and innovative, high-tech diagnostic procedures and services for the Western Suburbs area located outside of Chicago, Illinois. A part of Resurrection Health Care, a not-for-profit corporation, Westlake is also a member of the largest healthcare system in the Chicago Metropolitan area.

THE CHALLENGE

The Western Suburbs area outside of Chicago experienced a sudden growth in population and consequently an increase in the number of patients seeking local healthcare services. More patients meant increased patient traffic and as a result, ineffective patient registration and admission practices. Westlake Hospital Fluid patient registration and admission leads to decreased wait times and increased productivity Qmatic Success Story Westlake Hospital decided that the best solution for their admissions problems was to invest in a Qmatic Customer Flow Management system. Jeanette D'abaldo, Manager of Administration Outpatient and ER for Westlake Hospital, explained, "The biggest complaint in healthcare today is in the registration process. The problem

exists because before patients can receive service, they must be entered into the system."

Westlake Hospital's goal was to reduce wait times, increase productivity, and to monitor and track the registration process. Qmatic not only offered the best solution but also worked closely with the hospital to ensure that they develop the most managers to handle service issues immediately on-site, creating an effective patient flow process to match their particular needs.

THE SOLUTION

When patients enter the hospital registration area, they are greeted by an attendant who enters their information into the Qmatic software, provides them with an alphanumeric ticket, and directs them to the waiting area.

Managing Patient Flow

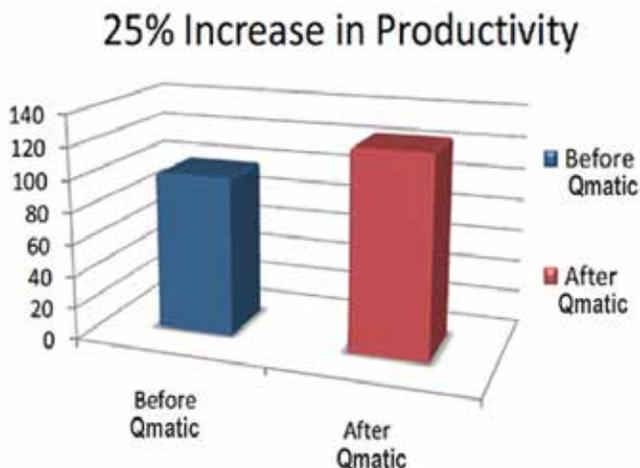
When a registration counter becomes available, the attendant calls the next patient in line by their ticket identification number. LED displays flash the ticket number while an audio unit voices it to capture the patient's attention and direct him or her to the correct counter. The patient is registered and redirected to the waiting area to wait until called for service.

Stats and HIPPA Compliance

Westlake uses its customer flow software to track the patient wait times as well as the staff productivity in the registration department. It also uses the system to comply with HIPPA regulations concerning patient privacy. Patients are called by the ticket identification number, not by name. "Since the system calls the patient number instead of the name, we never have to worry about an 'oops,'" D'abaldo explains.

THE RESULTS

Once the Qmatic system was in place, the results were immediate. "Wait time has gone down by two minutes in about three weeks, and we've increased productivity by 25%," said D'abaldo. As for the patients' reactions, "They were glad that Westlake had spent the money to make them feel more valued and to keep their information more secure." Westlake Hospital continues to demonstrate its commitment to providing the best possible healthcare environment to the Western Suburbs community. With Qmatic, Westlake has been able to take this commitment one step further by matching its well-known patient services with high-quality patient experiences.



BENEFITS OF THE QMATIC SYSTEM

- Access advanced, state-of-the-art technology: A click of a staff member's button from the Qmatic system does it all: the next customer in the appropriate queue is called instantly to service by an audio announcement, while visual LED displays at easy-to-see locations result in efficient and instantaneous customer direction.
- Benefit from tracking across multiple queues: Once entered into the Qmatic system, the customer is issued a ticket with an alphanumeric identifier. The Qmatic system begins tracking customers across different queues 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 offices. The Qmatic system can record milestone data on every customer transaction and can track staff and workstation performance levels and service summaries.
- Collection of Statistical Data. Qmatic's CFM solution can record milestone data on every customer transaction, such as wait times for each queue, and can track staff and workstation performance levels and service summaries. This data provides insight into daily operations and supplies the tangible information necessary to make functional improvements, effectively schedule staff, and defend staffing and budgetary requests.

QMATIC

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