

Optimizing Transfer Center Operations

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Goals

Speed to Care

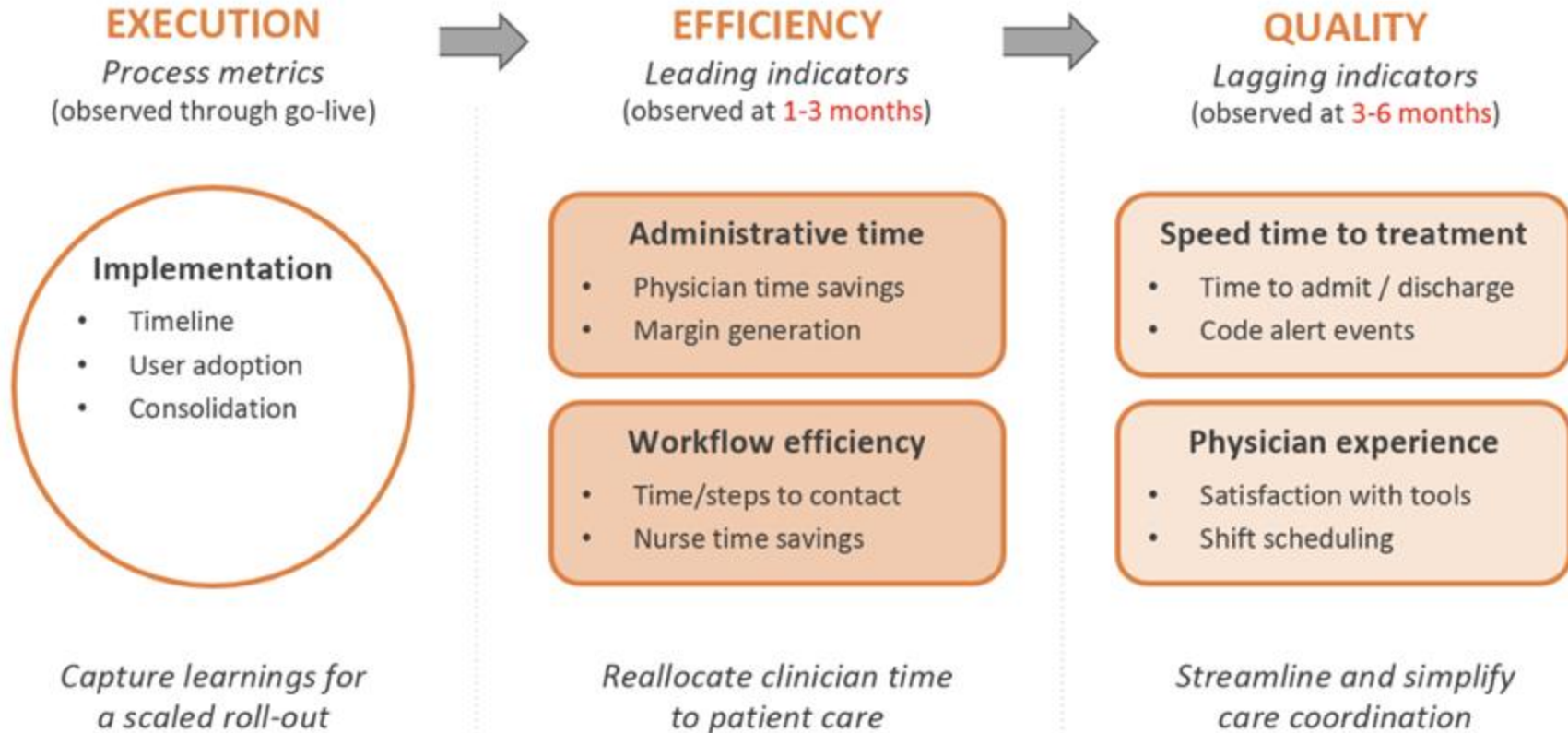
Provide a better patient experience

Provider and Care Team Satisfaction

Reduce frustration surrounding scheduling and determining on-call coverage

Standard, Scalable, Repeatable Solution for employed and affiliated providers

Success Metrics



First Market: Indiana

2,800 scheduled providers

X number of hospitals



St. Vincent Hospital - 86th Street

800 beds

Level 1 Trauma Center

Referral Hospital for rural Indiana

Secure Messaging Integration

Easy Access to the On-Call Provider

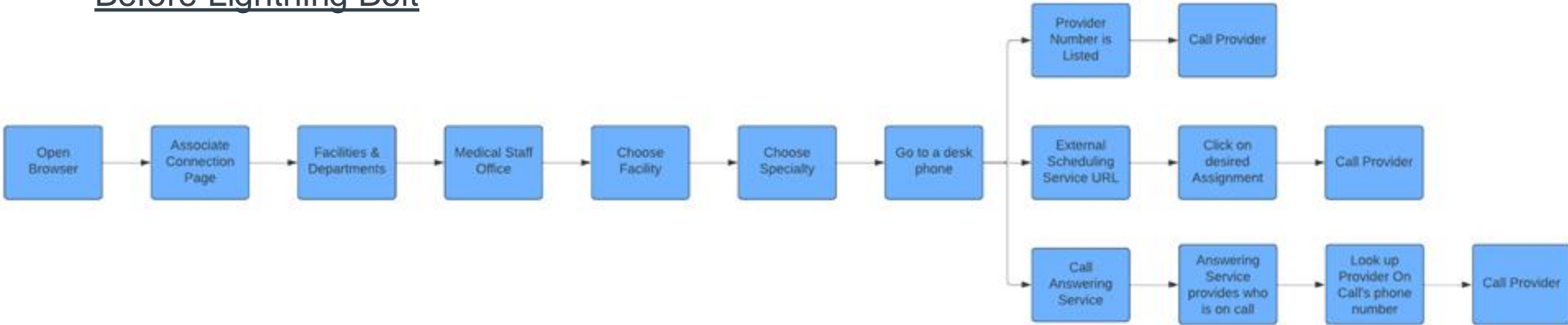
Nurses can message directly from the room via mobile

Schedule Updates occur in real time

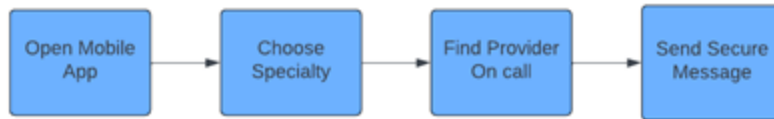
Streamlined process for all specialties

Speed to Care - Reduced Steps

Before Lightning Bolt



After Lightning Bolt



Fewer steps to contact reduces time spent and risk of error

Proof of Concept - Results

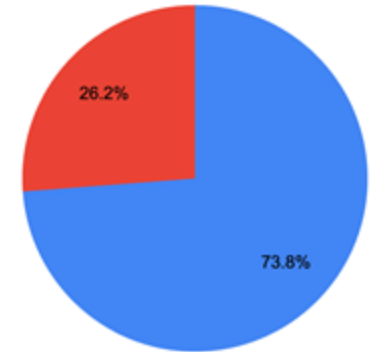
Playbook created to outline rollout strategy for the remaining markets

Schedules being accessed via mobile devices

Time savings for nurses and staff

Time savings for providers

Increased usage of secure messaging tools



Transfer Center Challenges

Having to manage multiple windows:

- Lightning Bolt schedule
- VoIP
- Pager application
- Secure Messaging application

Legacy User Interface

IT Managed Hardware

Multiple Vendors

Q						(146 RESULTS)
DEPARTMENT	ASSIGNMENT	PERSONNEL	START TIME	STOP TIME	NOTE	
NOW 15:28 CDT						
TNNAS STR Administrator on Call	STR Admin on Call	Julie Hudgens	08:00	08:00 (9/25)		
TNNAS ST Diabetes	STR Wkday Call	Ashley L Thompson	14:30	06:30 (9/25)		
TNNAS STR Private Vanderbilt Heart	General Card Call	Ravinder Manda	07:00	07:00 (9/25)		
TNNAS STR Hospitalists	Rounder	Robinson, Eric	07:00	19:00		
TNNAS STR Hospitalists	Rounder	Scales, Felicia	07:00	19:00		
TNNAS STR Hospitalists	Rounder	Ozdegirmenci, Hasan	07:00	19:00		
TNNAS STR Hospitalists	Rounder	Udeze, Onyili	07:00	19:00		
TNNAS STR Hospitalists	Rounder	Standley, S Matt	07:00	19:00		
TNNAS STR Hospitalists	Rounder	Cabal, Ana	07:00	19:00		
TNNAS STR Hospitalists	Rounder	Saiyasombat, Michael	07:00	19:00		
TNNAS STR Hospitalists	Rounder	Do, Cassandra	07:00	19:00		
TNNAS STR Hospitalists	Rounder	Banker, Leah	07:00	19:00		
TNNAS STR Hospitalists	Rounder	Magnuson, Gunnar	07:00	19:00		
TNNAS STR Hospitalists	Rounder	White, Deanna	07:00	19:00		
TNNAS STR Hospitalists	Rounder	Thilakarathne, Dihan	07:00	19:00		
TNNAS STR Hospitalists	Rounder	Alger, Jeston	07:00	19:00		
TNNAS STR Hospitalists	Rounder	Lam, Ryan	07:00	19:00		
TNNAS STR Neurosurgery ED Call	NeuroSurg ED Call	Ali Shirzadi	08:00	08:00 (9/25)		
TNNAS STR Private Vanderbilt Heart	STEMI Call	Jessica Hayden	07:00	07:00 (9/25)		
TNNAS STR Cardiology	STR CAR Gen	James McPike	07:00	07:00 (9/25)		
TNNAS STR Cardiology	STR CAR IV	Ramya Suryadevara	07:00	07:00 (9/25)		
TNNAS STR Endoscopy	STR ENDO Nurse Call	Cindi Applegate	15:00	06:45 (9/25)		
TNNAS STR Endoscopy	STR ENDO Tech Call	Belinda Feagans	15:00	06:45 (9/25)		
TNNAS STR Private MMC Surgery	STR GEN SURG DayCall	Shawn Horowitz	07:00	07:00 (9/25)		
TNNAS STR Heart Failure Clinic	STR HF Inpatient	Kyle Stribling	07:00	17:00		
TNNAS STR Heart Failure Clinic	STR HF Inpatient	Tessa Sexton	07:00	17:00		
TNNAS STR Internal Medicine	STR INT MED Shift	Amanda Carter	07:00	07:00 (9/25)		
TNNAS STR Hospitalists	Admitter D	Jordan, Darryl	12:00	22:00		
TNNAS STR Nephrology	STR NEPH Day Shift	Christie Green	07:00	17:00		
TNNAS STR Neurohospitalist	STR Neurology DayCall	Robert Rodriguez, MD	07:00	19:00		

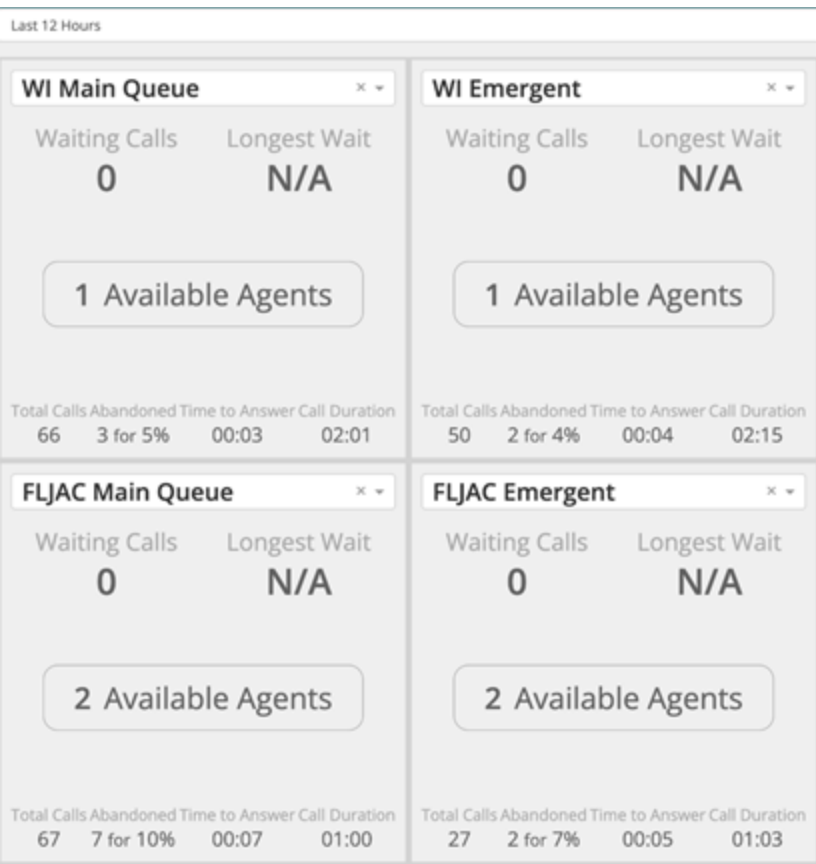
Operator Console

The screenshot displays the 'perfectserve Operator Console' interface. The top navigation bar includes 'Dashboards', 'Agent', and 'Reporting' menus, along with user information for 'Cameron Shahnazi' and status 'Offline'. The main interface is divided into several sections:

- Directory:** A search bar contains 'fljac svc cardiology'. Below it, four entries are listed, each with a 'Call', 'Transfer', and 'Message' button.
- Offline:** A section for managing offline participants, currently showing 'No Active Participants' and buttons for 'Call Notes', 'Self Park', and 'Hangup'.
- Outbound Calls:** A section for managing outbound calls, featuring a search bar and a numeric keypad.
- Task Queue Stats:** A section for monitoring task queue statistics, with a 'Join/Leave' button and a 'Locations' dropdown.
- Parked Calls:** A table showing parked calls with columns for 'Ext', 'Name', 'Callback', 'Status', and 'Tagged Agents'.
- Call History:** A table showing call history with columns for time, direction, and details, including a 'View More' link.

A blue callout box on the left side of the interface contains the text: 'Unified interface for phone calls, secure messaging, and on-call schedules'.

Wallboard



Call queue metrics
displayed in real time

Agent statuses at a
glance

Agent	Time
Amber Renew	00:00:20
Kimberly Foss	00:00:15
Mong Tuyen Nguyen	00:05:22
Raymar Domondon Jr	00:00:20
Twilia Taylor	00:02:21
Allison Nodes	00:00:05
Courtney Calgaro	00:00:30
Karla Dockins	00:00:20
Elizabeth Moorser	00:13:17
Adela Sumic	02:01:25
Alexis Salsman	02:01:25

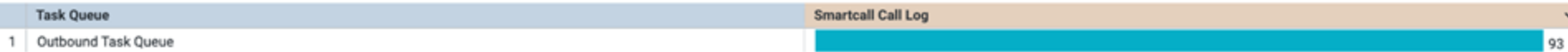
Default Activities	Custom Activities
Ready	Lunch
Wrap Up	Break
Busy	Extended Wrap-Up
Monitoring	Desk Work
Reserved	
Offline	

Metrics and Reporting

Call Volume Per Day



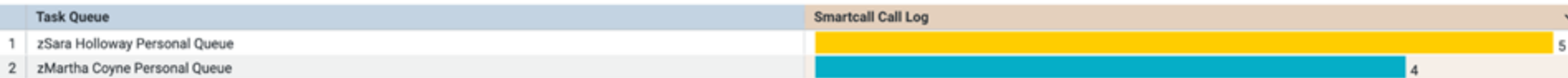
Outbound Call Volume (Previous Day)



Inbound Call Volume Per Queue (Previous Day)



Personal Queue Call Volume (Previous Day)



Canceled Call Volume



> A reservation was placed to an agent, but before they accepted, declined, or it timed out, the caller hung up.



Reservation not Completed Call Volume



The call entered Operator Console, but before a reservation could be dispatched, the caller hung up.



Agent Rolled Over Call Volume



> A reservation was placed to an agent, but the agent didn't action the reservation before it timed out. The call rolled over to the next available agent.



Rejected Call Volume



> A reservation was placed to an agent, but they rejected the call. The call rolled over to the next available agent.



Outcomes

Fewer applications to manage throughout the day

Modern User Interface

Cloud based solution

Unified Support by consolidating Vendors

Leverage Remote Work for operators & supporting multiple markets

Future

Continuing Operator Console rollout across remaining Transfer Centers

Replace legacy software for operators and switchboard