

CASE STUDY — RÉSEAU DE SOINS CHC

Digitizing Your On-Call Schedules to Better Meet the Needs of Patients



"Before, CHC was managing its on-calls manually. There were as many on-call lists and management processes as there were specialties in our hospital network. We were looking for an IT solution in order to:

- Ensure the accuracy of the information in the on-call lists circulating in the establishment*
- Limit untimely calls to physicians who were not on call*
- Eliminate the paper management of on-call lists*
- Standardize on-call management practices and procedures*
- Ensure patient safety.*

That's when we discovered the solution developed by PetaMD."

Julien Pierard

Project Coordinator for the Medical Management Team
of the CHC Care Network



Summary

With a view to improving the quality of its care, the medical management team of the CHC care network wished to modernize its system, thus enabling staff to effectively identify the specialist who was on call. Previously, on-call physicians appearing in the initial version of the schedule who had requested a change were often called by mistake.

The CHC therefore adopted an action plan to optimize the on-call management processes. After evaluating its needs and the various options, the CHC selected the PetalMD solution.

The processes for managing on-call lists were standardized and now allow CHC staff to collect relevant information from different groups of physicians and communicate any changes made to schedules without using paper.

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Portrait of the CHC Care Network

Located in the province of Liège, Belgium, the CHC care network is known for putting the patient at the centre of its priorities and strategic developments. It is made up of six hospitals, each with its individual and complementary specialties. According to a survey conducted by Randstad in 2014, the network is the second most attractive employer in the entire Liège region.

6 Hospitals	9 Polyclinics
961 Physicians and Independant Providers	4 254 Employees
707 Residential Beds	1 045 Acute Care Beds

Challenges Facing the CHC Care Network

The medical management team of the CHC care network identified some weaknesses in its on-call rotation management processes. Hospital staff would have difficulty reaching an on-call physician due to complex procedures (many steps and intermediaries) and unreliable information (use of paper, copying and manual transcription not communicated to all parties).

The tools being used by the staff could neither ensure the dissemination of accurate and up-to-date information nor its receipt by all parties concerned. Each change made to the on-call schedules had to be transcribed and communicated manually on different paper lists.

These changes were coming from various medical departments that did not all use the same means of communication. Various intermediaries were involved, resulting in lengthy communication delays and the risks of changes not being transmitted.

In addition to the fact that on-call rotations were managed differently at the various CHC sites, the transmission of information regarding on-call rotations was not optimal, resulting in certain adverse events.

An IT solution was needed to eliminate all risks and inconveniences in the management of CHC on-calls.



"To improve the quality of care offered by our network, we wanted to modernize the management of our medical on-calls, as it was not optimal. What we wanted was a centralized on-call list, always up to date and accessible at all times by all physicians and employees in the network. These objectives were achieved by acquiring the solution developed by PetalMD."

Dr. Quentin Dulière

Assistant Medical Director of the CHC Care Network

Main Features Implemented

To meet the management and communication challenges for medical on-calls, the CHC care network decided to acquire a high-tech tool. The PetalMD solution was identified as the ideal tool on the market to meet the criteria and priorities of the CHC care network.

1. On-call Lists Updated in Real Time

This feature provides hospital staff with a consolidated overview of availability and on-call schedules for all medical departments, both for that day and the coming days.

The information displayed on the PetalMD hospital platform is synchronized in real time with the on-call schedules of the various medical teams and is accessible from the mobile devices of authorized employees. The centralization of information provides an overview that facilitates the identification of any gaps in on-call planning.

2. Autonomous Management of On-Call Replacements

Physicians in the CHC care network can take advantage of this feature to swap shifts among themselves or replace their colleagues without an intermediary being involved, i.e. without a manager having to manage the swap. When requests are approved or declined, the physicians concerned are notified and the swap is made instantly.

Requests for swaps and on-call replacements are thereby processed faster. In addition, the planner is informed that a change has been made in order to update any other applications (rotations, financial charges, etc.).

3. Secure Messaging

Hospital employees have access to a messaging system that complies with care safety standards and allows them to communicate effectively with on-call physicians.

Physicians can send documents, photos or information to their colleagues securely and directly from their mobile devices.

4. Centralized Directory of Hospital Staff Contacts

Physicians in the CHC care network can register, share and update their contact information and personal information on a contact list that includes all hospital staff and is accessible from their computers, tablets

and smartphones. They can also specify their communication and instant notification preferences (schedule changes, on-call swaps, secure messaging, scheduled events, etc.).

5. Analytics Dashboards and Reports

Authorized staff in the CHC care network can extract a summary file indicating how many on-call shifts have been assigned to a physician over a given period and based on various criteria (such as number of weekends, public holidays, Fridays, shift changes, etc.). The reports

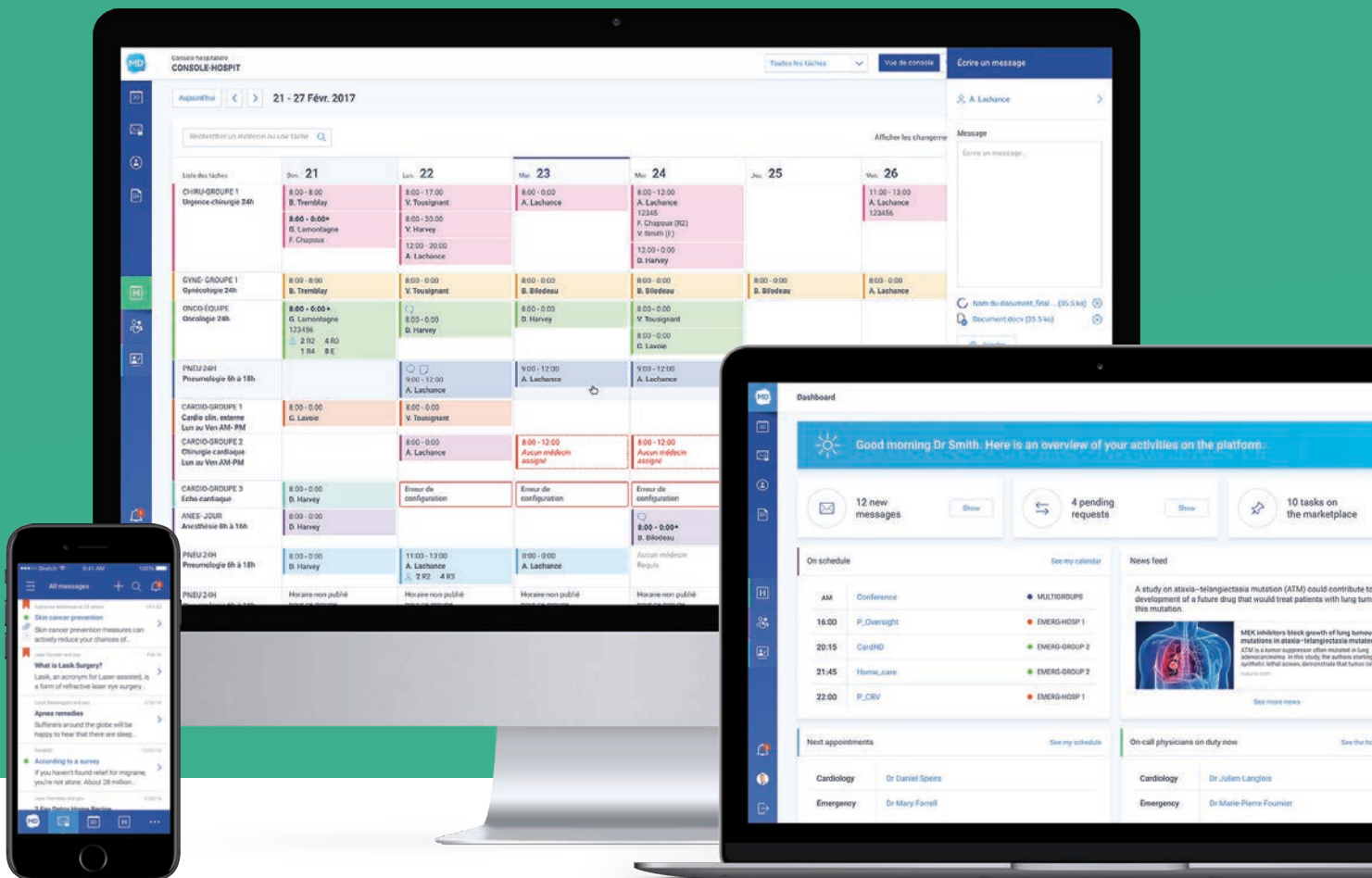
thus produced give access to data that were previously inaccessible and the dashboards offer a clear overview of the distribution of resources (nurses, laboratory technicians, etc.) during the physicians' shifts.

"We were impressed by the ability of physicians to swap shifts with each other and to communicate with encrypted information through secure messaging.

It's now very easy for an emergency physician to reach one of their on-call colleagues from their smartphone, or to ask them for their opinion based on a photo."

Dr. Quentin Dulière

Assistant Medical Director of the CHC Care Network



Deployment Procedure, by Hospital

The CHC care network, made up of six hospitals, deployed the PetalMD solution one hospital at a time. The network project manager worked closely with the PetalMD team.

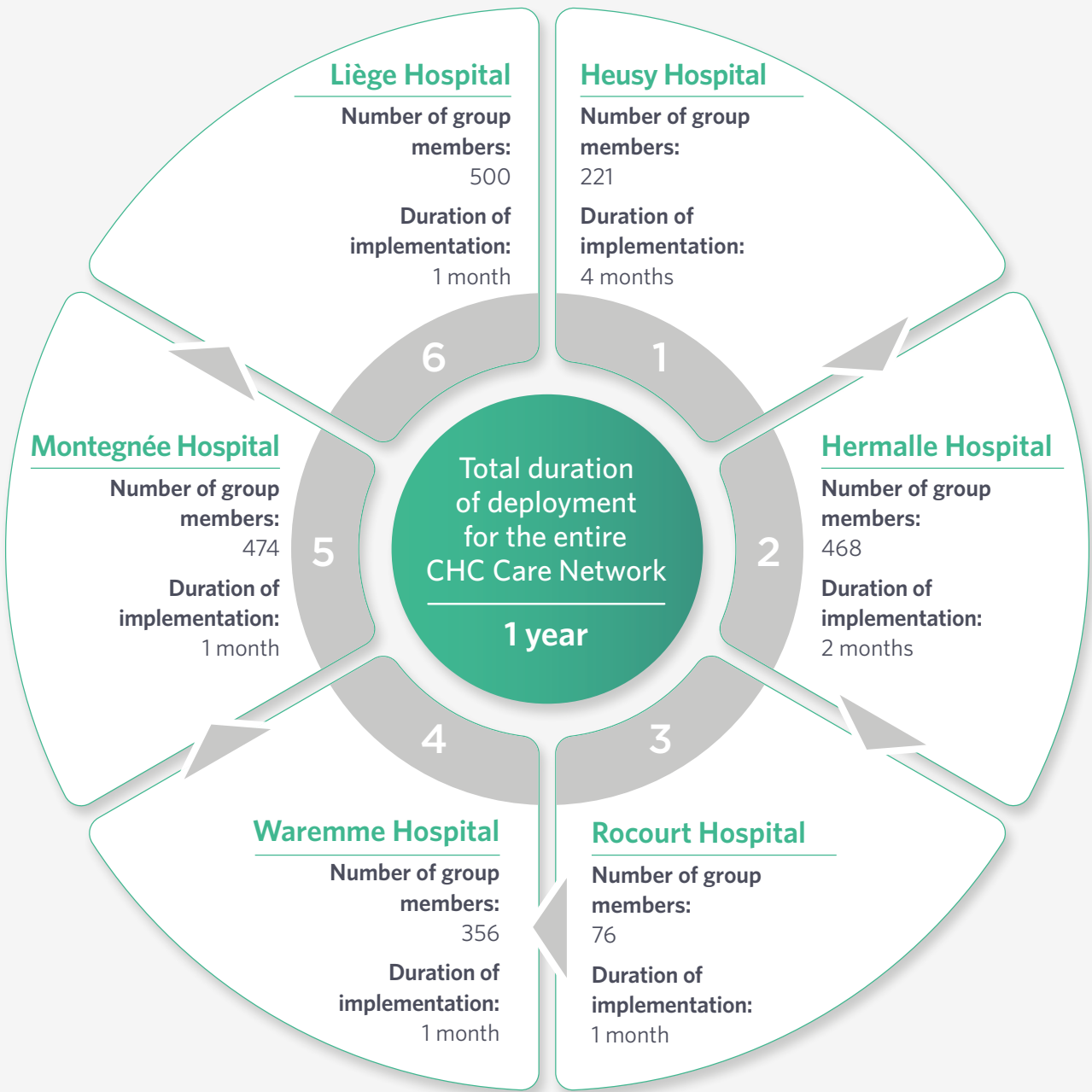


PetalMD considers that the deployment at a hospital has ended when users become autonomous and can use the solution as part of their daily work.

Deployment across the Network

The CHC care network began by deploying PetalMD’s solution at the Heusy site, which has 206 physicians. This first implementation took place over a four-month period to test the application and set up the operating procedures. It was quickly followed by Saint-Vincent Rocourt, Notre-Dame de Waremme, Notre Dame de Hermalle, Espérance in Montegnée and lastly Saint-Joseph de Liège, from September to December.

Led by a team of physicians and PetalMD advisors, the deployment project for the entire CHC care network, which includes six hospitals and nearly 1,000 physicians and paramedics, took place over a period of approximately one year.



Results



1. Reduced risks for patients

In an emergency situation, hospital staff can reach the right physician quickly because there are fewer communication steps and the information is always accurate. This reduces the time required for medical interventions requiring an on-call physician and also lowers the risk of complications.



2. Time savings for administrative staff

Administrative staff no longer have to collect the schedules of groups of physicians individually and then manually transcribe the information to update on-call lists. By simply consulting the platform, they can access all the desired information. Each change made to the physicians' schedules is recorded in real time on the hospital's on-call list. The risk of errors is limited by the fact that management of on-call rotations within the hospital is no longer done on paper and the changes made are not limited to the department that received the information.



3. Greater autonomy for doctors in managing their on-call coverage

Physicians can now swap their assigned shifts independently, without necessarily having to go through a manager. This makes it much faster to process requests for on-call swaps and replacements. As a result, physicians have more control over their agendas. The planner (such as a head physician or a secretary) is notified of all changes made in their group.



4. Better overview of on-call coverage

Staff no longer have to consult different sources of information to get an overview of the hospital's on-call coverage, both for that day and future days. It's easy to identify any gaps in on-call coverage, such as the absence of an on-call cardiologist on Wednesday evening, and then find a replacement based on the availability of other cardiologists.



5. Reliability and clarity of information

Medical directors of hospitals in the CHC care network can be sure of the validity of any information that they consult and provide regarding the schedules of on-call physicians, thanks to the digitization of data. This assurance means they can produce better reports and make informed strategic decisions.

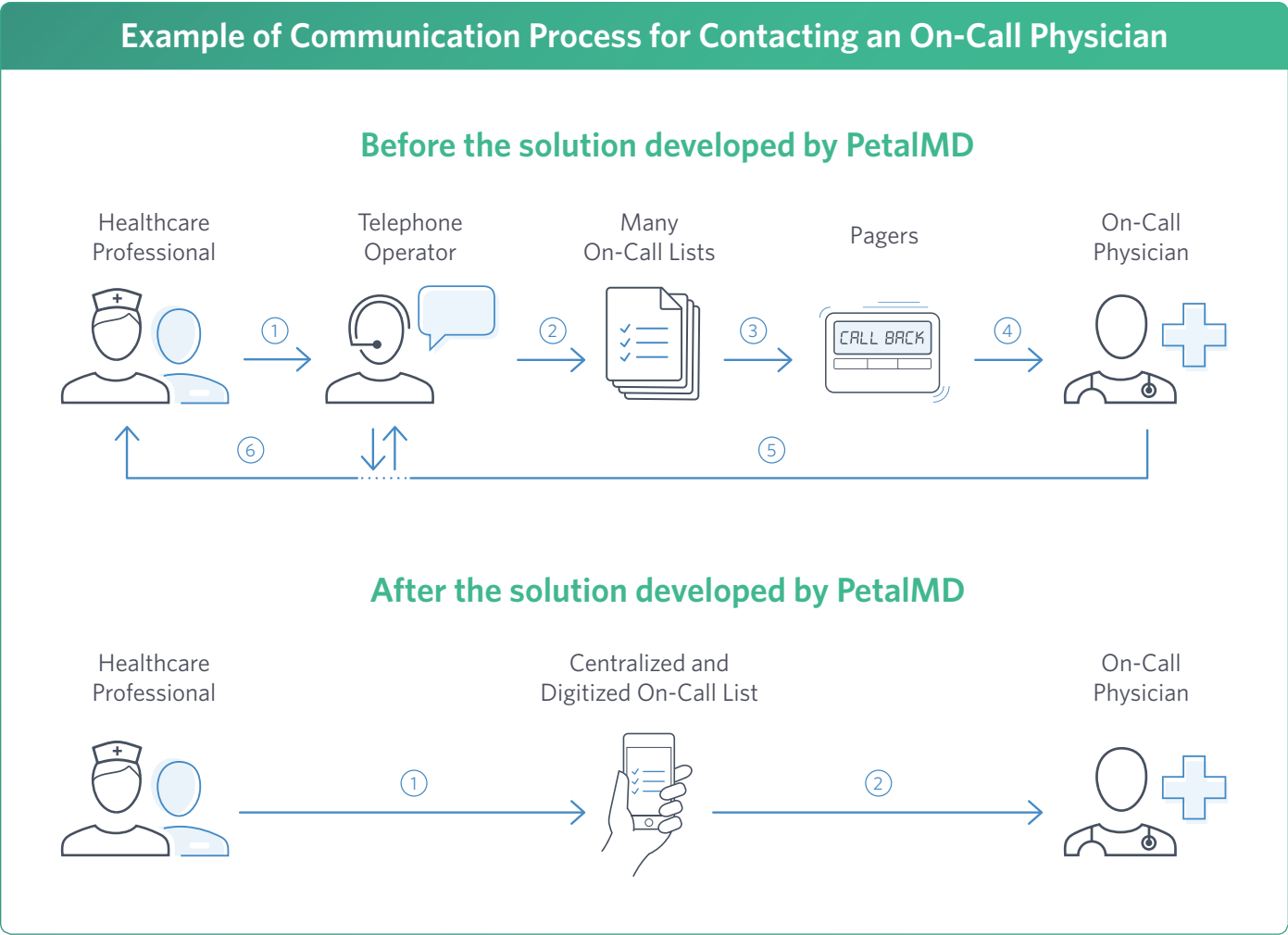


6. Protection of confidential data

Employees now have access to secure messaging that encrypts data and protects their hospital from potential information leaks or computer attacks. The CHC care network is thus meeting the highest safety standards in the health care environment while its employees are able to communicate more effectively with one other.

Conclusion

The challenges initially faced by the CHC care network have been successfully met. By reducing the risk of communication errors and optimizing the process for reaching on-call physicians in emergency situations, the establishment has improved the quality of care provided to its patients. The successful deployment of PetalMD solution has allowed administrative staff to save time and to access data on the management of physicians' on-calls and schedules.





7 Reasons to Choose Petal On-Call

1. Unique features on the market

Each Petal On-Call feature has been designed to meet the multiple needs of physicians and hospital professionals. Many of the features are both cutting-edge and exclusive.

2. A user experience tailored to the needs of hospitals

The details of each feature have been carefully thought out in collaboration with physicians and hospital managers in order to effectively address their daily challenges.

3. Satisfaction guaranteed

The general experience of hospital workers is reflected in a 98% satisfaction rate for the entire platform process.

4. A high level of expertise

The Petal On-Call solution is part of a large family of productivity tools developed by PetalMD, and is supported by a service and technical support team dedicated to improving hospital efficiency.

5. High standards

All solutions developed by PetalMD are hosted on Microsoft's private cloud servers and comply with a number of international security standards. System improvements are included in the maintenance performed by PetalMD.

6. A turnkey service

A team of experienced consultants fully supports the deployment of the Petal On-Call solution. The team presents the project plan along with objectives and timelines, gathers information, creates users and access rights, configures physician groups and implements the solution.

7. Post-implementation technical support

Once the implementation is complete, Petal On-Call users have access to technical support through our online and telephone support system. In addition, a help centre is available at all times on the Web.

Discover Petal On-Call with Personalized Demonstration

You'll see the features of Petal On-Call in action and be able to ask one of our specialized consultants questions to better understand how the tool can adapt to your situation and your medical department's specialization.

Call us at 1-888-949-8601 to request a demonstration!



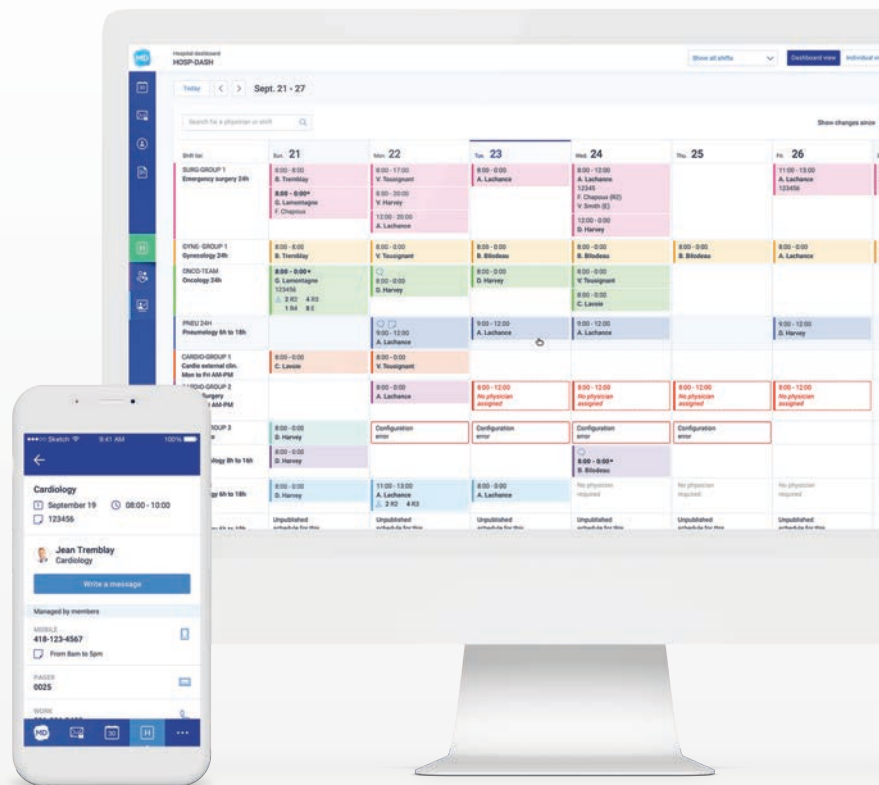
40,000
Healthcare
Professionals



1,400
Hospital
Departments



200
Health
Facilities



Canada's leader in digital health, PetalMD develops innovative web-based solutions to simplify physicians' daily lives and improve the efficiency of health care facilities.

For more information, contact a specialized consultant at 1-888-949-8601.

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