

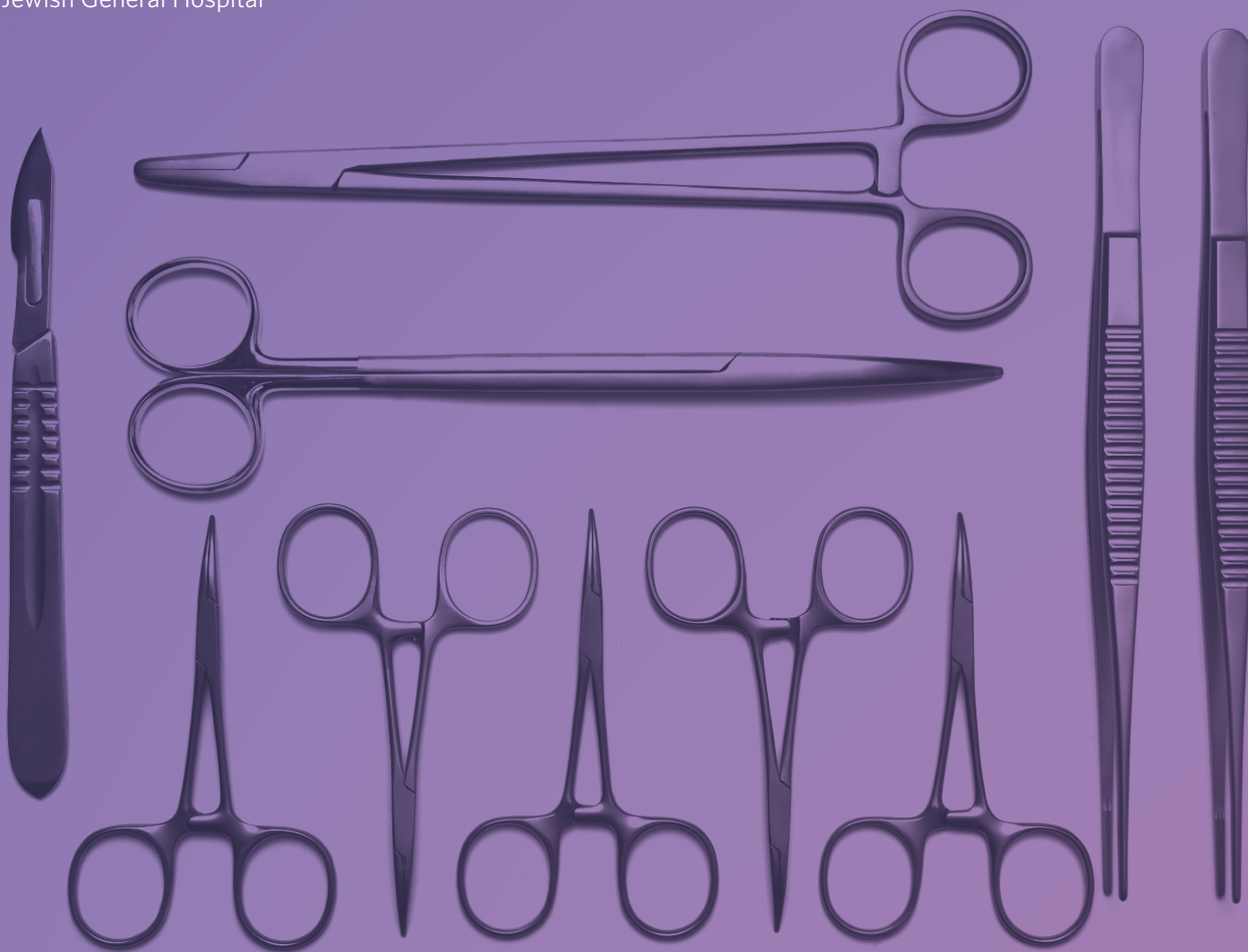
CASE STUDY — JEWISH GENERAL HOSPITAL

How Did Surgeons at the Jewish General Hospital Simplify Their Schedule Management



“Planning a schedule for 15 surgeons on-site and off-site is no easy task, especially when you have to take into account factors such as: operating room availability, residents, absences, types of surgery, on-call coverage, and so on. Petal Scheduling significantly reduced the time I spent planning, by automatically creating a schedule that takes into account all these variables, while at the same time allowing me to adjust each shift as I see fit.”

Chief of General Surgery
Jewish General Hospital



Summary

Composed of 15 surgeons and 23 residents and assistants, the General Surgery Department of the Jewish General Hospital is located in Montreal, Canada.

The person in charge of the schedule within the department must plan general surgery and endoscopy tasks in two different sites, while taking into account the availability of operating rooms, resident’s schedules and each surgeon’s constraints.

To meet these scheduling challenges, the planner chose to leave their previous system, which did not meet the needs of their group of physicians, in order to take advantage of Petal Scheduling, a solution developed in Canada by PetalMD.

Once implemented and adopted, Petal Scheduling has helped automate the creation of their schedules and simplify shift exchanges, all while providing a better understanding of the physician-resident relationships within the surgery department.

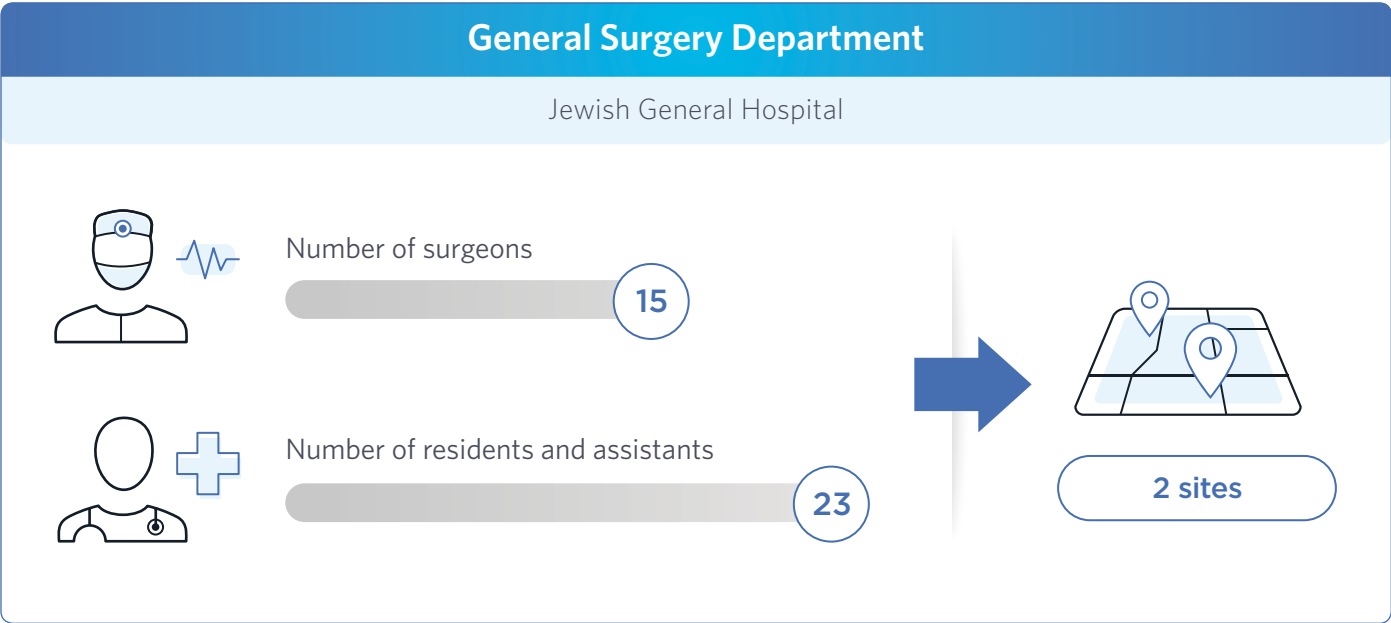
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The Main Scheduling Challenges Faced by the Surgery Department



1. Optimally Distribute the Surgeon Workload Between the Two Sites

Considering that the availability of operating rooms varies from one hospital to the other and according to each surgical specialty; it was difficult to know the best possible distribution of surgeons. In addition, each physician has preferences and times when they are unavailable. These conditions must be respected when planning schedules. In such circumstances, producing a schedule that optimizes the assignment of operating rooms turned out to be a cumbersome and complex operation.



2. Improve Management and Communications in the Physician-Resident Relationship

When on duty, residents must know, at all times, who is the attending physician that can authorize care. Conversely, physicians must be able to identify which resident(s) are their tutelage. However, communications at this level were not optimal, especially when changes were made to the schedule. It was therefore desirable to establish the relationship between surgeons and residents, and then to ensure that these links remained valid even when a shift occurred.



3. Reduce the Time Needed to Make Schedule Changes

Each month, approximately 250 shift exchanges or task transfers are carried out either by the surgeons themselves or by the schedule manager. In the interest of efficiency, it was important to limit the errors that might occur during these changes to the schedule, as well as the time required to implement and communicate these changes.

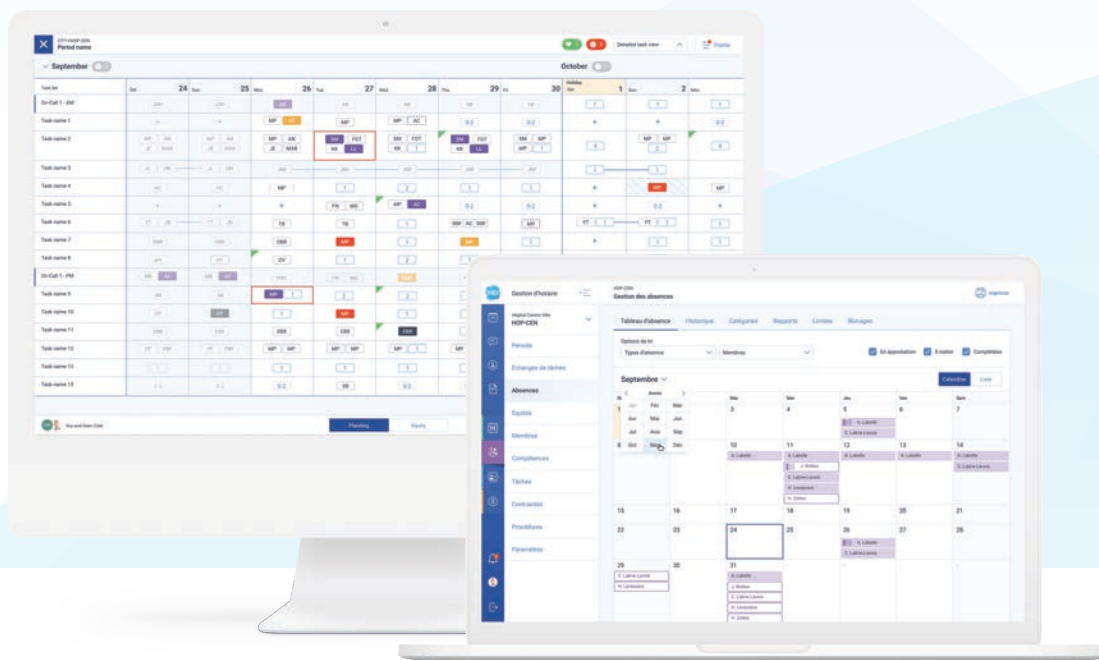


4. Ensure Full Coverage for Shifts and Tasks

It was not easy for the schedule manager to ensure that there were no holes in the surgery department's on-call coverage; or to share this information with the Medical Affairs team. In the end, the process of managing and communicating on-call shifts and tasks was long.

The Chosen Schedule Management Solution

To meet its schedule management challenges effectively and reduce expenses compared to their previous arrangement, the surgery department chose Petal Scheduling developed by PetalMD. Here are the main features used by the general surgery department of the Jewish General Hospital, which helps them to optimize their processes.



1. Automated Planning

In order to be able to distribute physicians optimally at the two sites, the surgery department is using an automated planning tool. This tool automatically creates a schedule based on certain complex variables such as:

- The availability of operating rooms in the different establishments
- The availability and constraints of the surgeons
- The rules specific to the medical team
- The desired distribution of shifts
- The types of surgery
- The physician-resident relationships

Authorized staff can now produce a schedule for the 15 surgeons and 23 residents and assistants by activating a flexible and fast step-by-step procedure,

which significantly reduces the time spent planning schedules. The automatically generated schedule can be adjusted manually as needed.

Examples of rules used for automated planning of the surgery department

- Surgeons can not be assigned to the task X the day after a task Y is scheduled in the evening.
- Physician A is not available to be assigned to the task Z on Wednesdays.
- Physicians can not be assigned to more than one task W for 3 consecutive weeks.

2. Schedules Are Updated in Real Time

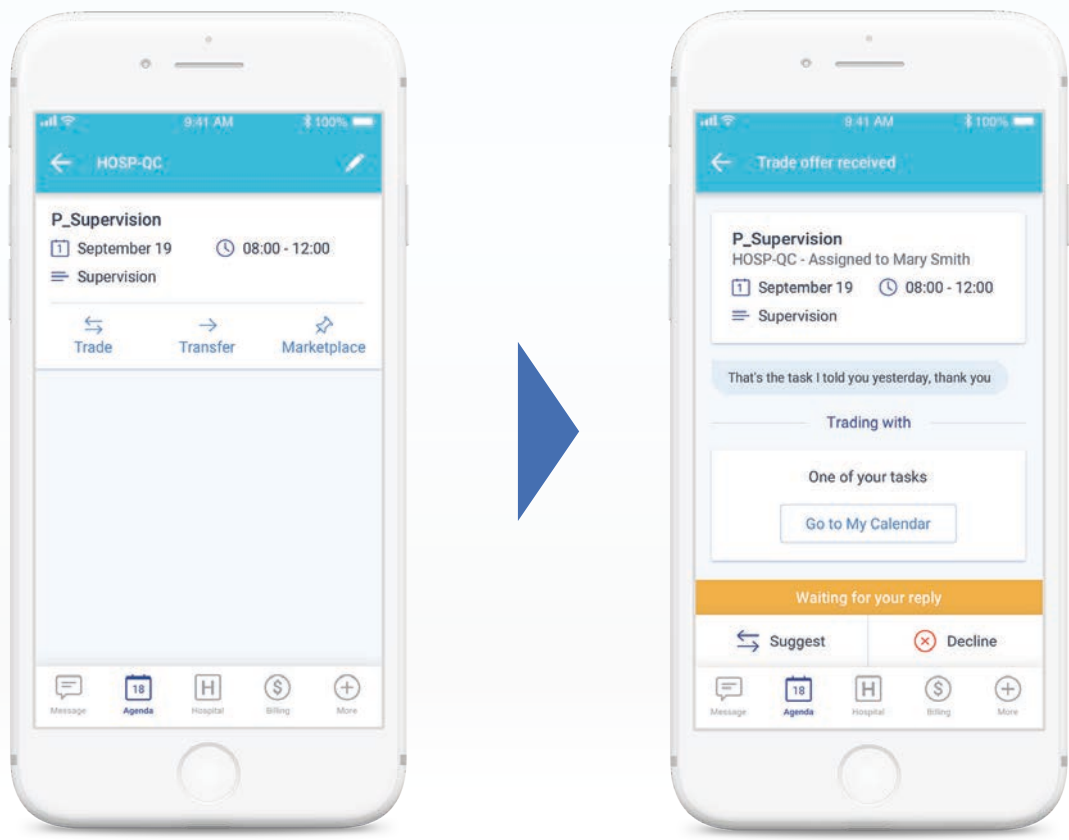
The surgery department now has access to a schedule that updates itself automatically, in real time. For example, every time a task or shift exchange takes place between two physicians, the change is instantly displayed on the group calendar for the physicians and residents. The calendar is accessible from any device.

This ensures that authorized hospital staff have access to up-to-date information at all times, reducing the risk of communication errors and saving time for all stakeholders.

3. Tasks or Shifts Can Be Exchanged Directly Between Surgeons

Surgeons can now exchange work tasks or shifts with their colleagues by themselves from their own schedules. When a request is accepted or denied, the physicians involved receive an immediate notification and the change is applied instantly in their personal and group schedules.


The processing of requests for work exchanges is thus much faster than it used to be and physicians are more autonomous in managing their schedules. Also the physician-resident associations are updated automatically each time an exchange occurs.



4. Physician-Resident Associations Are Better Managed

When planning a schedule, a resident's shift is automatically linked to a predetermined physician's shift. Once a schedule is published, the planner can change the physician-resident links manually from the schedule. Thus, when a change is made to the schedule, both the surgeon and the associated resident are informed instantly of the change.

In an emergency, it is easy to quickly contact the physician in charge of a specific resident or, conversely, with the resident under the supervision of a specific physician. In addition, information on the physician-resident associations is available in the same place as the information on available operating rooms. This prevents members of the surgery department from having to go through different intermediaries to obtain the information they need.



Each year, **420 schedules of physicians specialized in general surgery** are created via Petal Scheduling.

The Implementation Process

The head of the surgery department at the Jewish General Hospital worked with the PetalMD team to facilitate the implementation and transition to the new schedule management solution, as well as its adoption with the hospital's surgeons. The following is a brief summary of the implementation process.

1 - Planning the Implementation

- Start-up call
- Planning the target launch date
- Production and approval of deployment schedule

2- Collecting and Analysing the Department's Schedule(s)

- Consolidation of the list of surgeons and administrative staff
- Determining access rights
- Obtaining a sample of the previous schedule(s)
- Detailed data analysis

3 - Setting Up the Solution

- Setting up all users and their access rights
- Creating a model schedule
- Validation of the schedule model

4 - Launching the Solution

- Activating accounts for the entire group of surgeons
- Training of the schedule manager
- Communication with team members to activate their account and transition to the new platform

5 - Adjustments and Postmortem

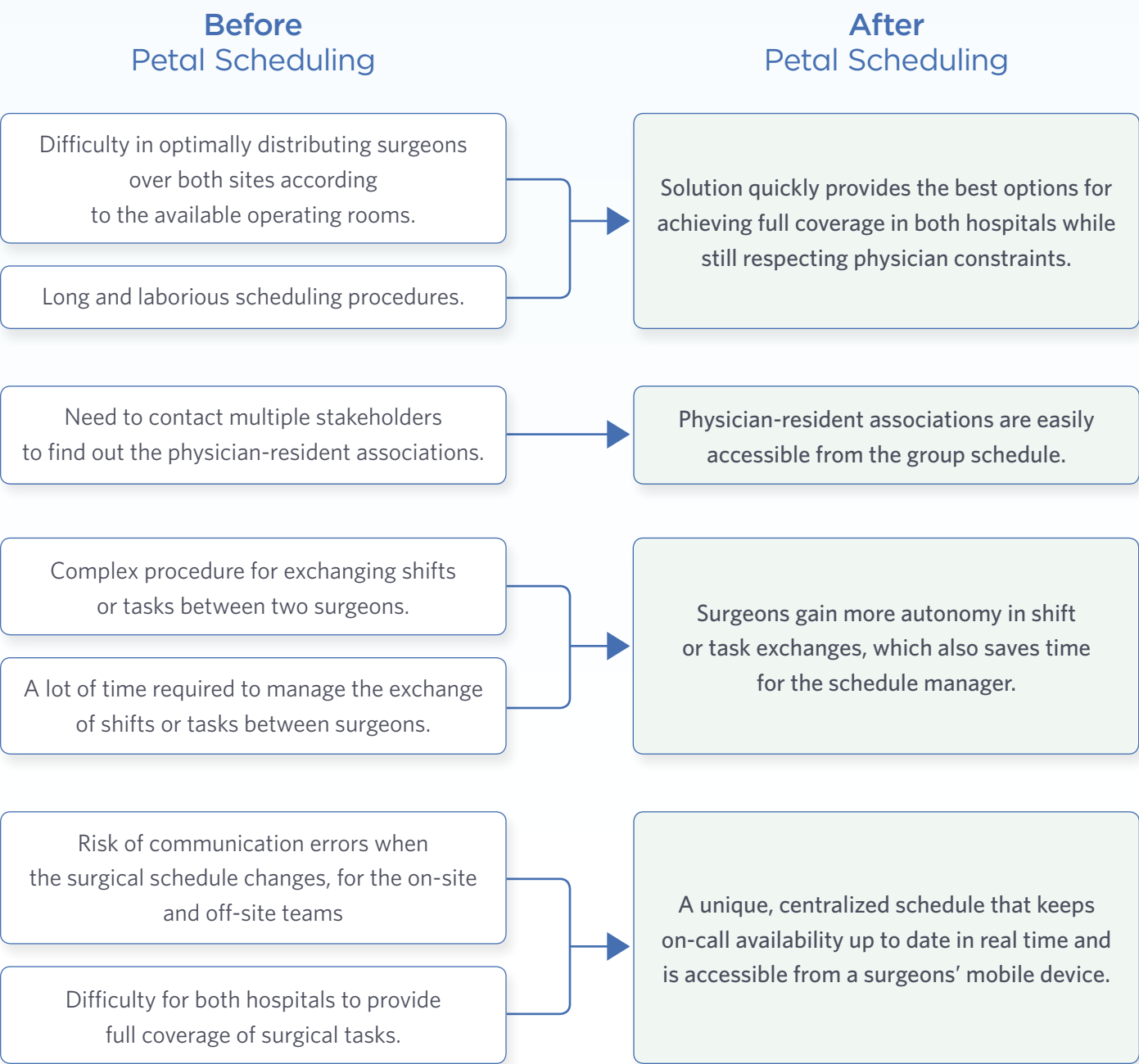
- Status of deployment and adoption rates
- Adjustments to the automated procedure and group configuration as required
- Access to technical support

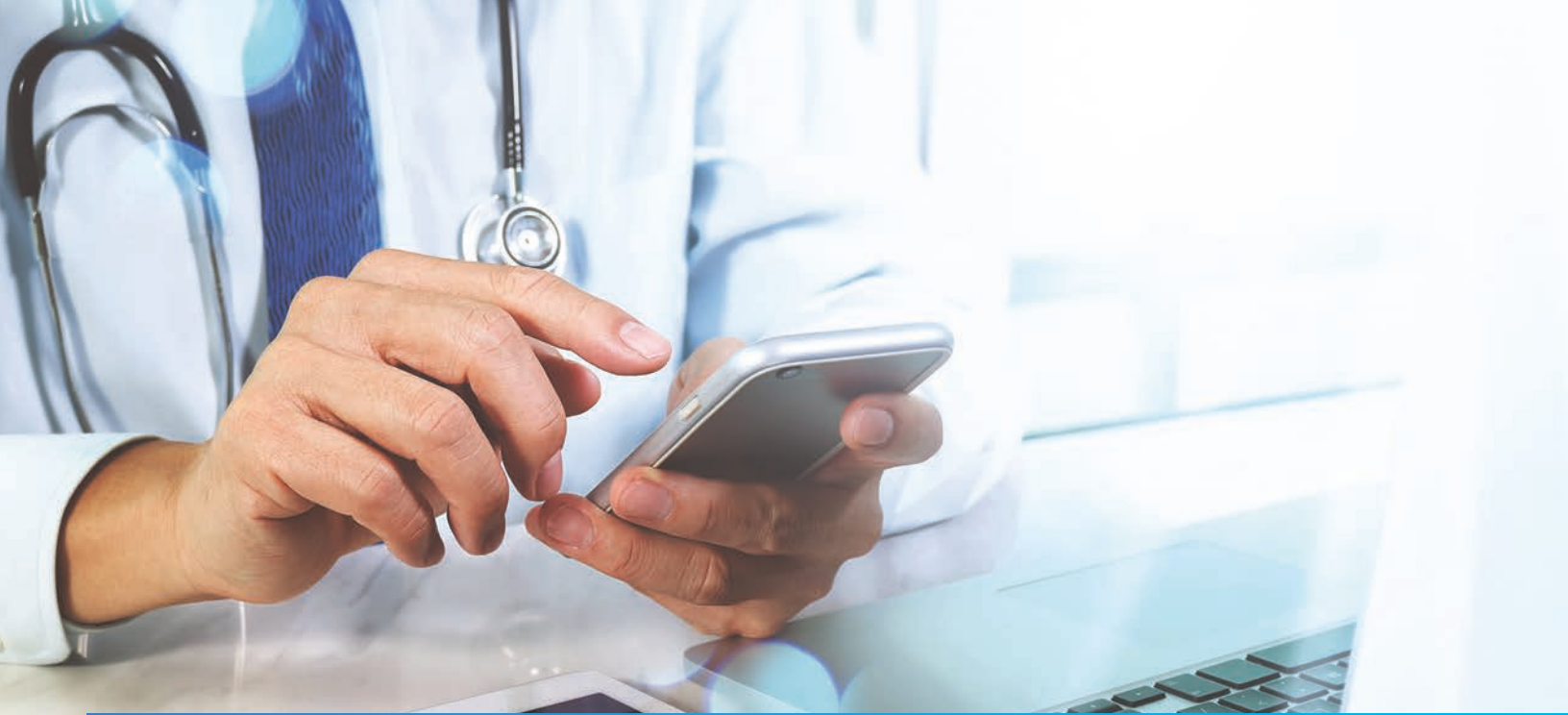
"When you generate a schedule for a three-month period, there are inevitably things that you forget. Fortunately, the technical support service and the resources available helped me a lot. The answers to my questions have always been quick and relevant."

Chief of General Surgery, Jewish General Hospital

The Results

Following the implementation of the Petal Scheduling solution, the challenges faced by the General Surgery Department of the Jewish General Hospital in managing their schedules have been successfully met. In addition to saving time when creating schedules, the department can now provide optimal coverage for medical responsibilities in both institutions, plus they can assure equity in the distribution of tasks.





5 Reasons to Choose a PetalMD Solution

1. User Experience Adapted to the Realities of the Health Sector

The interface and functionalities of every solution developed by PetalMD are designed in collaboration with physicians, as well as hospital and medical clinic managers to effectively address their daily challenges.

2. High Standards of Information Security

All PetalMD solutions are hosted on cloud servers in Canada, including Microsoft Azure, ensuring data security at the highest available standards.

3. Avant-Garde Solutions That Take Advantage of the Latest Technologies

PetalMD ensures the use of the latest cutting-edge technologies to create high performance, innovative and easy-to-use solutions.

4. Turnkey Service

Our team is responsible for configuring, deploying, and customizing the PetalMD solution to best meet the reality of every physician and health facility.

5. Outstanding Post-Implementation Technical Support

Once the deployment is completed, PetalMD users have access to technical support, available online and over the phone. An online Help Center is also available at all times.



Hôpital général juif
Jewish General Hospital

**A Special Thanks to the General Surgery
Department of the Jewish General Hospital**
for their collaboration in the conception
of this case study.

Discover Petal Scheduling with a Personalized Demonstration

You will see the features of Petal Scheduling in action and be able to ask your questions to one of our specialized consultants. This will allow you to better understand how these productivity tools fit the reality and special characteristics of your medical service.

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



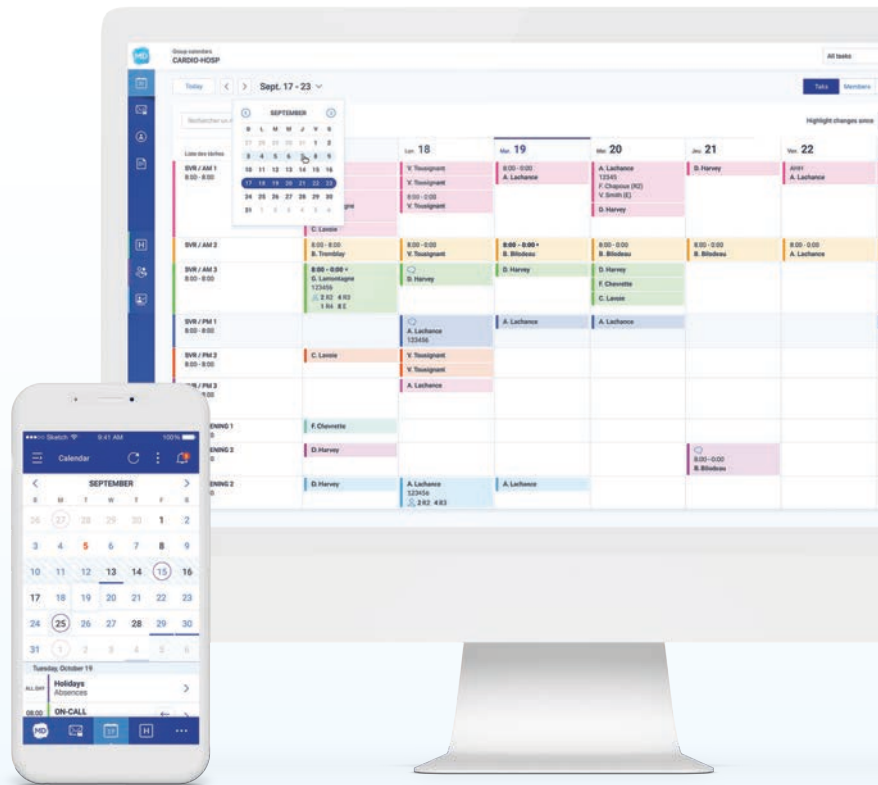
40,000
Healthcare
Professionals



1,400
Hospital
Departments



200
Health
Facilities



A Canadian leader in the digital health sector, PetalMD develops innovative Web solutions to simplify the daily tasks of physicians and improve the efficiency of healthcare facilities.

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

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