

## Case Study: Centre hospitalier Le Vinatier (France)

# Simplify the Planning and Management of On-Call Physicians



The Centre hospitalier Le Vinatier, which specializes in psychiatry and mental health, wanted to digitize and modernize the planning management of their physician on-call services. The goal was to reduce their operating costs, eliminate the risk of process errors and gain access to reliable data.

## The Challenges

01

### Time Required to Plan and Manage Medical On-Call Schedules

The manual planning of the 220 on-call physicians at the hospital took nearly 35 hours of work over an eight-month period. Once the on-call list was created, an even greater amount of time was required to individually process the 700 requests from physicians to swap on-call shifts received from different sources (e-mails, in-person conversations, telephone, etc.).

02

### Risks of Errors Related to Swapping On-Call Shifts

Even after shifts had been swapped, some on-call physicians who were not on the schedule would still come to the hospital. Conversely, some physicians who were on the schedule did not show up. These errors affected the operational efficiency of the hospital and greatly inconvenienced physicians, who came to work unnecessarily.

03

### Maintaining a Balance in the Distribution of On-Call Shifts

Since the hospital did not have a solution designed specifically for the physicians, it had difficulty ensuring an equitable distribution of on-call shifts (holidays, weekends, etc.). The initial distribution changed significantly during the year, and it was almost impossible to monitor it rigorously to ensure everyone was treated fairly.

## The Solution

The Centre hospitalier Le Vinatier chose the Petal platform to meet its management and data access challenges, particularly for the following features:

- Automatic schedule creation using rules based variables
- Real-time updates to schedules for all staff
- Task trading or shift swapping between physicians
- Equity reports and access to accurate statistics based on defined criteria



## The Results

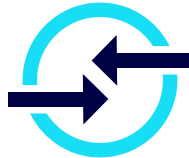
The challenges faced by the Centre hospitalier Le Vinatier were successfully addressed. In addition to saving time, reducing operating costs and eliminating many communication errors, the facility now has access to valuable data on the physicians use of time.

In 3 Months of Use:



**1,400**

**On-Call Shifts  
Scheduled Automatically**



**400**

**Shifts Swapped  
Among Physicians**



**0**

**Communication Errors  
with On-Call Physicians**

*“For our hospital, the Petal platform has been a real breath of fresh air because it allows physicians to swap shifts by themselves, which is reflected in the low level of management involvement. In addition, the real-time management of equity charts eliminates the risk of human error associated with manual data entry in different media.”*

**Florence Grellet, Director of Medical Affairs and Research**

Centre hospitalier Le Vinatier

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