

Case Study: Groupe santé CHC (Belgium)

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



Located in the province of Liège, in Belgium, the Groupe santé CHC is known for putting the patient at the centre of its priorities and strategic developments. In total, the network represents 961 physicians and independent providers, 4,254 employees, 707 residential beds and 1,045 acute care beds.

The Challenges

01

Weaknesses in Its On-Call Rotation Management Processes

Hospital staff had difficulty reaching an on-call physician due to complex procedures, which involved many steps and intermediaries. Also, the information received was unreliable because of errors relating to the manual transcription of messages by staff.

02

The Tools Being Used Could not Disseminate Accurate Up-To-Date information

Each change made to the on-call schedules had to be transcribed and communicated manually on different paper lists, which caused communication delays and were prone to errors.

03

The On-Call Rotations Were Managed Differently at the Various CHC Sites

The transmission of information regarding on-call rotations was not optimised or centralized, resulting in certain adverse events such as communication errors that affected team efficiency and coordination.

The Solution

To meet the management and communication challenges for medical on-calls, the Groupe santé CHC decided to acquire the Petal solution. Petal's platform is designed to optimize hospital efficiency, improve patient safety and reduce costs of operation for on-call lists and clinical shifts management. Here are some features of the solution that have greatly helped the Groupe santé CHC:

- On-call lists updated in real time
- Autonomous management of on-call replacements
- Secure messaging channel between colleagues
- Centralised directory of hospital staff contacts
- Analytics dashboard and reports
- Mobile, tablet and computer user friendly



The Results

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



**Optimized Process to
Reach On-Call Physicians**



**Reduced
Communication Errors**



**Saved Time for the
Administrative Staff**

"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
Groupe santé CHC

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