

Case Study: Jewish General Hospital (Canada)

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



Hôpital général juif
Jewish General Hospital

The Surgery Department of the Jewish General Hospital located in Montreal is composed of 15 surgeons with 23 residents and assistants. As you know, scheduling while respecting the availability and specialization of each employee can be a real puzzle. The person in charge of the schedule within the department of surgery was also facing many other challenges regarding the planning of the schedules:

01

Distribute the Surgeon Workload Between Two Sites

The availability of operating rooms varies from one hospital to the other and according to each surgical specialty; it was difficult to optimally distribute surgeons between two sites. In addition, each physician has preferences and times when they are available.

02

Improve Management and Communication in the Physician-Resident Relationship

When on duty, residents must know who is the attending physician that can authorize care and inversely physicians must be able to identify which resident(s) are under their tutelage. However, there was a lack of communication, especially when changes were made to the schedule.

03

Reduce the Time Needed to Make the Schedule Changes

Each month, approximately 250 shift trades or task transfers are carried out either by the surgeons themselves or by the schedule manager.

04

Ensure Full Coverage for Shifts and Tasks

It was not easy for the schedule manager to ensure that there were no gaps in the on-call coverage of the surgery department; or to share this information with the Medical Affairs team.

The Solution

To meet its schedule management challenges effectively and reduce time and expenses compared to their previous arrangement, the Jewish General Hospital's department of surgery chose the scheduling solution for physicians. The Petal scheduling solution can help you create schedules in a simple and easy to use interface. Here are some features of the solution that have greatly helped the surgical department:

- Automated creation of scheduling while respecting complex variables
- Real-time updates to schedules for all staff
- Working on the device of their choice (smartphone, tablet or computer)
- Possibility to trade shifts between surgeons
- Accept or deny a request made by their colleagues
- Group notifications when a change has been made to the schedule



The Results

In addition to saving time when creating schedules, the department can now provide optimal coverage for medical responsibilities in both locations, plus they can assure equity in the distribution of tasks.



**Saved Time in the
Creating of the Schedules**



**Optimal
Care Coverage**



**Fair Distribution
of Shifts**

"The schedule management solution significantly reduced the time I spent planning, by automatically creating a schedule that takes into account many variables, while at the same time allowing me to adjust each shift as I see fit."

Chief of General Surgery Department
Jewish General Hospital

PETAL

**IMPROVING
HEALTHCARE
REAL-TIME**

petal-health.com
1-888-949-8601

