

Establishing an Accurate Physician-Contact Process

St. Rita's Medical Center, Lima, Ohio

Aim

To reduce communication breakdowns in the nurse-to-physician contact process.

Strategy

1. Standardize the physician-contact process by allowing nurses to reach any physician – or covering physician – at any moment in time by dialing a single phone number.
2. Ensure physicians receive the right calls, at the right time, in the exact way they choose to be reached.
3. Monitor, measure and continuously improve both process utilization and performance.

Results

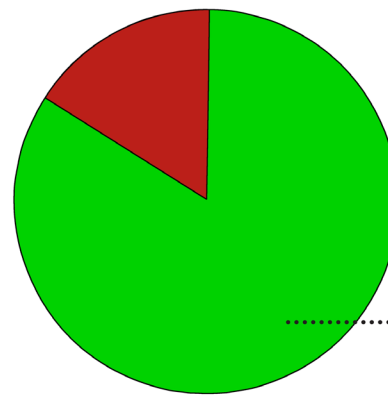
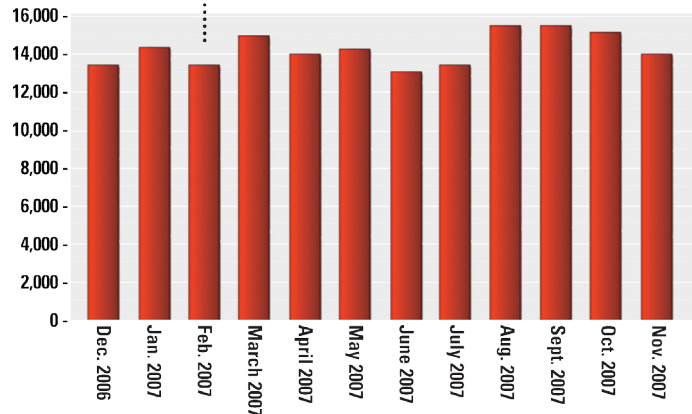
1. Nurses now make fewer steps, decision points and communication handoffs in the course of contacting physicians.
2. The individual contact preferences that determine how every physician is reached are maintained in a single directory, accessible via a single phone number.
3. When a nurse attempts to contact a physician, the new process responds to the doctors rules for that moment in time, automatically assembles the correct call path, and then routes the call accordingly.
4. The need for nurses to find, read and interpret multiple on-call schedules, phone lists and individual physician instructions for each and every call are eliminated – and with it the associated delays, waste and potential for human error.
5. Automatic documentation and performance reporting by contact date, time, recipient, originating department and contact method provides the means to continuously improve.

“PerfectServe has gotten rid of the problem of multiple calls – to a physician’s office, pager, second pager, home, along with the inevitable call-backs.”

— Vickie Graymire, RN, Trauma Program Manager

By the Numbers

172,427 nurse-to-physician contacts were completed by St. Rita’s over the past year. There was no way to track this information prior to the new process.



84% of physician contacts in November routed directly to physicians without third-party intervention – reducing the cycle-time by an estimated 3 minutes per contact.

The result: **6,900** hours of waste are being eliminated from the nurse-to-physician contact process on an annual basis.

