

# Munson Health Case Study: Switchboard



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# Speakers



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# Munson Healthcare



- Located in Michigan, 8 Hospitals
- Multi-Solution Customer
  - ✓ PerfectServe's Operator Console for their Switchboard
  - ✓ Lightning Bolt for Enterprise Scheduling
  - ✓ Clinical Collaboration for Patient Communications
- Live Integrations
  - ✓ Automated EMR Notifications and Patient Census
  - ✓ Active Directory User Provisioning
  - ✓ SIP for Extension Dialing
  - ✓ Universal directory for All Hospital Contacts and Locations
  - ✓ Many More!

# Driving Change

## Challenges

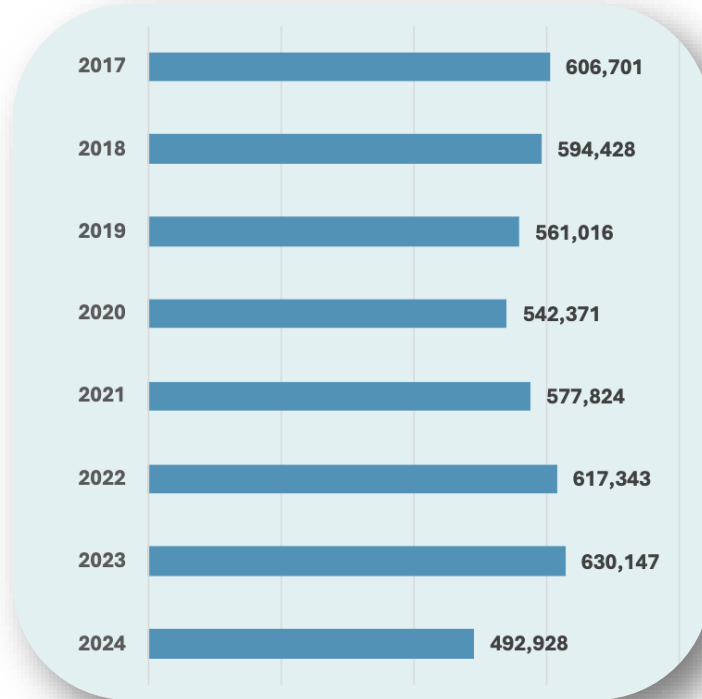
- Unreliability of paging delivery
- Time consuming duplicate schedule entry
- Maintenance and hardware overhead of on-premise legacy vendor
- Disparate and nonstandard workflows across hospital sites

## Solutions

- Clinical Communications and Collaboration
- Lightning Bolt scheduling with First Class integration
- Cloud based Operator Console featuring an easy to maintain Unified Directory and Patient Census
- Applied PerfectServe's 25 years of experience via Customer Solutions playbooks to discover, develop, and deploy change.

# 1 Year Findings

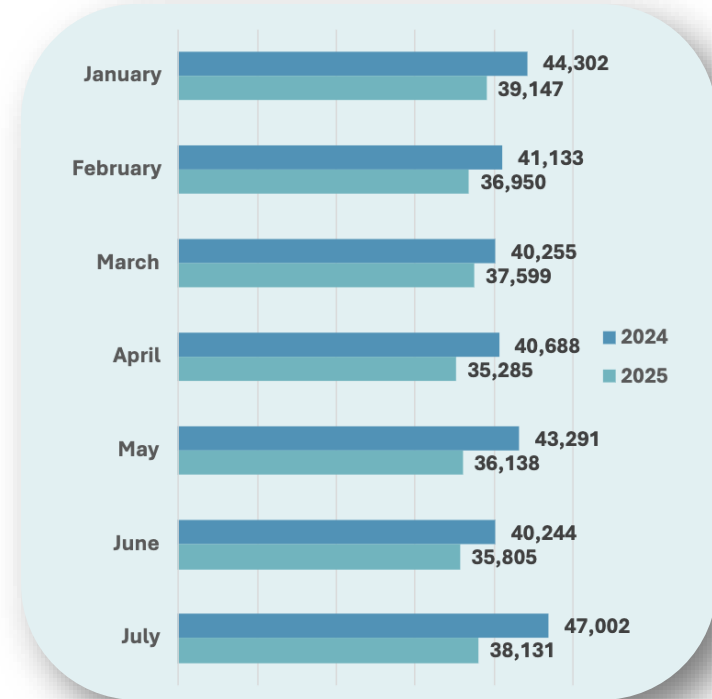
## Yearly Call Volume



2025 Projected: 428,000 – 449,000\*

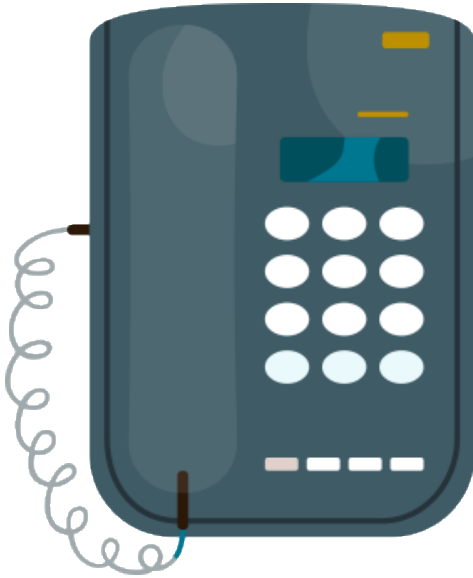
\*Calculated using the average monthly decrease from 2024 to 2025

## Monthly Call Volume

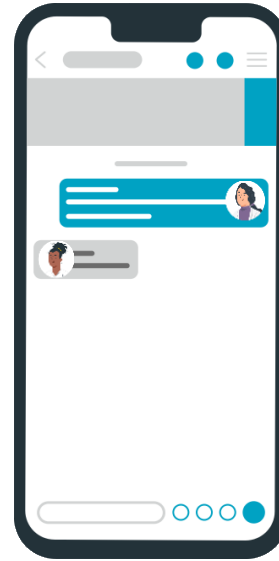


Average of 5,409 less calls each month

# Factors Contributing to Lower Call Volumes



IVR Phone Tree



PerfectServe Messaging

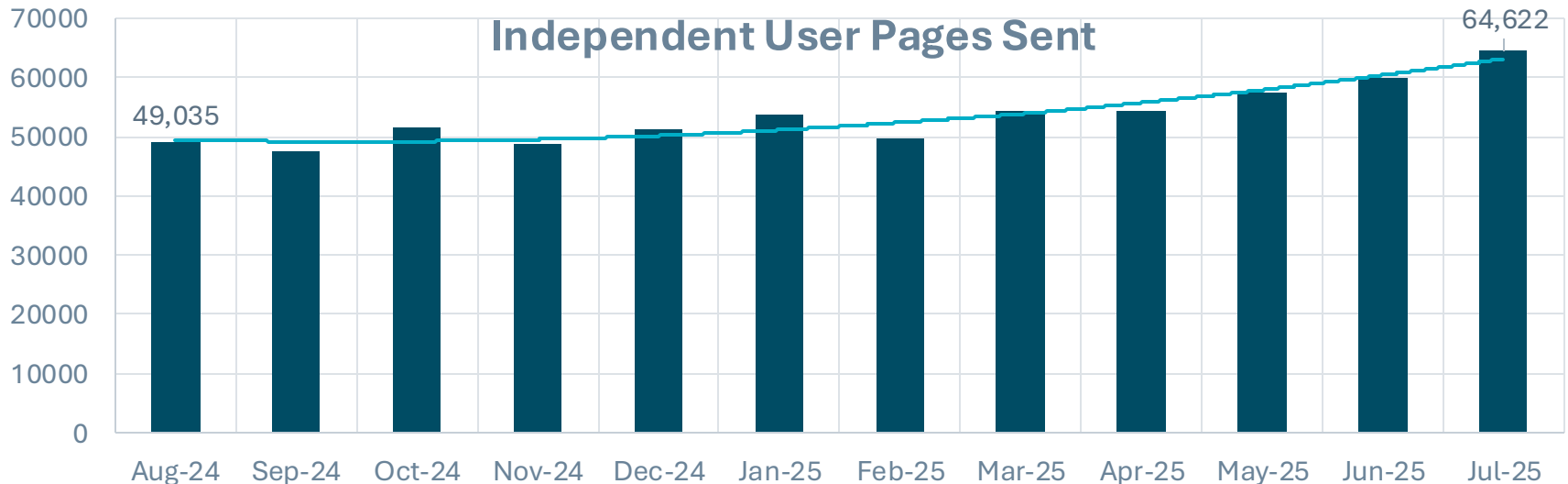
# IVR Phone Tree

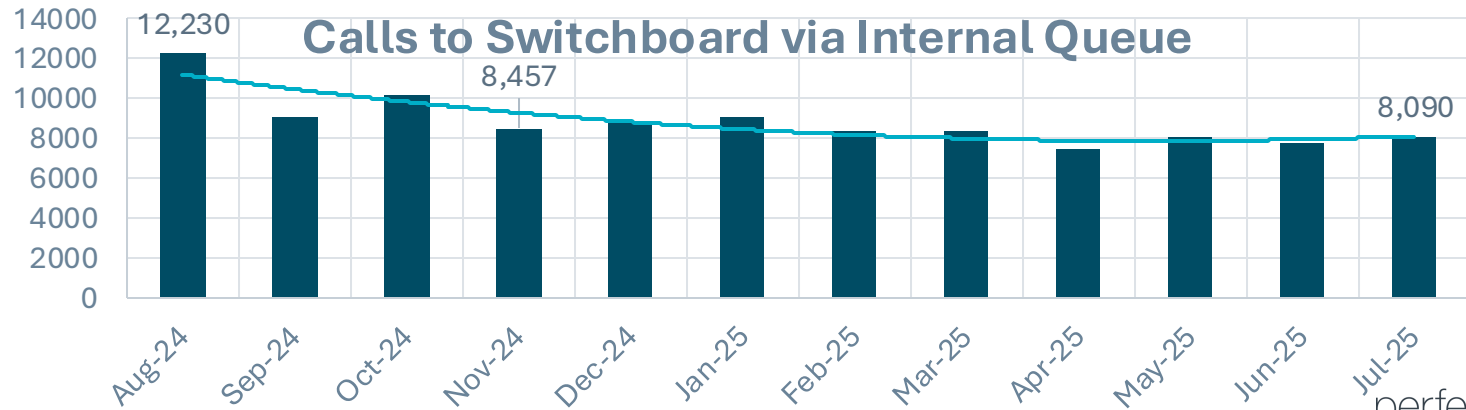
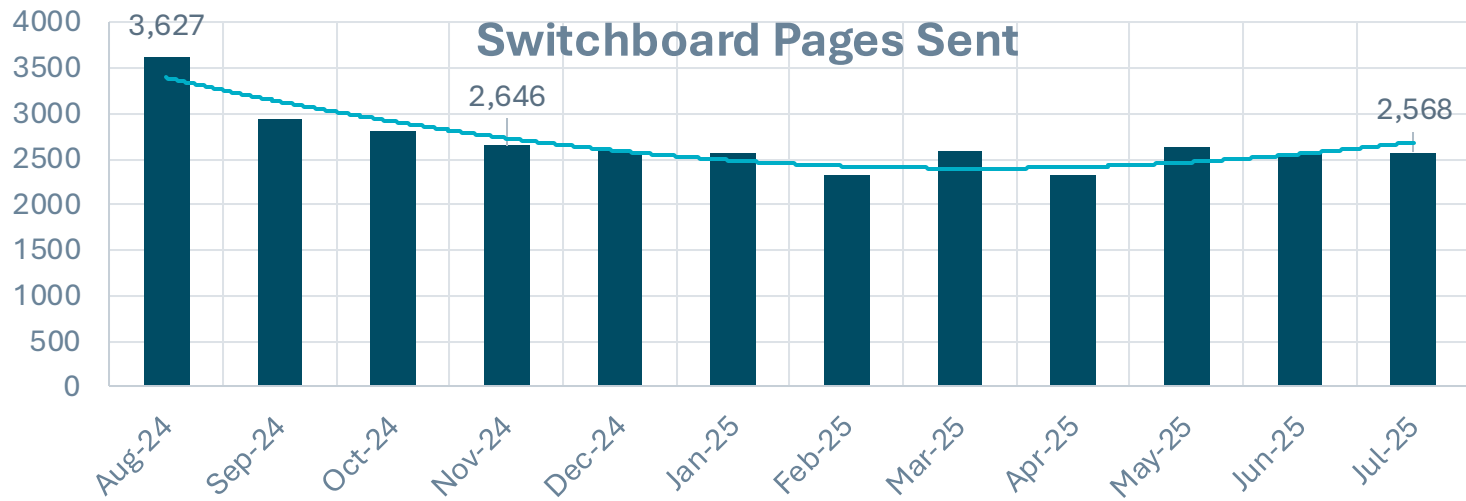
In 2024, the new phone tree directed 102,750 calls away from Switchboard, a 23% reduction in external calls.

Bypass Switchboard To:	Calls
Ask A Nurse	10,988
Emergency Department	27,330
Radiology	49,481
Health Information Management	14,951
TOTAL	102,750

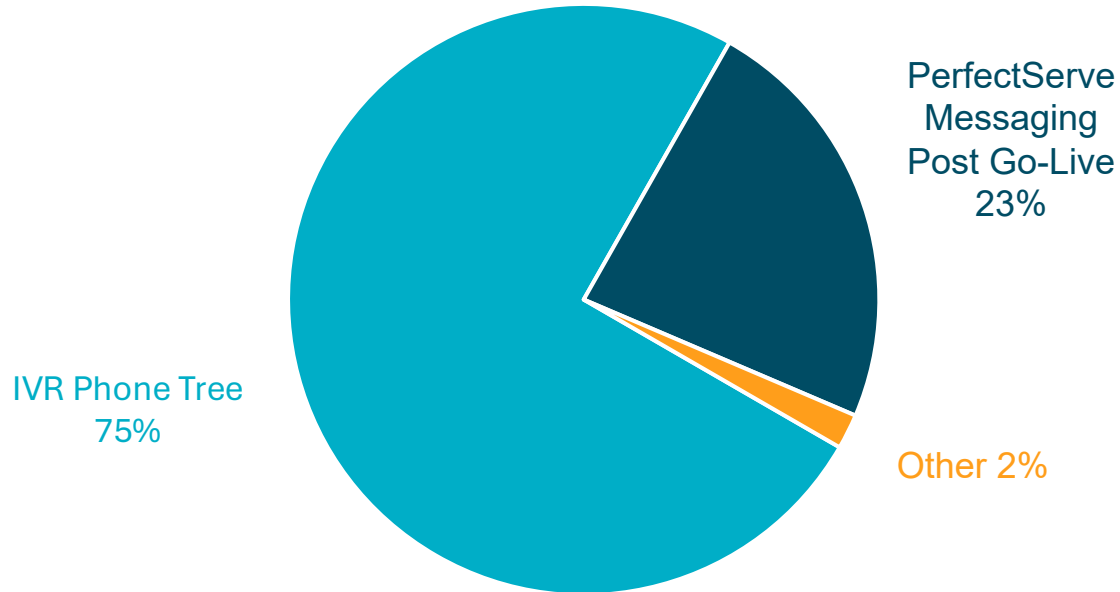
# PerfectServe Messaging

- There has been a steady upward trend in PerfectServe Messaging since PerfectServe Go-Live in July 2024.
- Inversely, there was a decline in pages sent by Switchboard and calls coming through the internal queue (when staff hit “0” from a Munson phone).





# 2023 – 2024 Call Reduction



# Questions?

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