

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

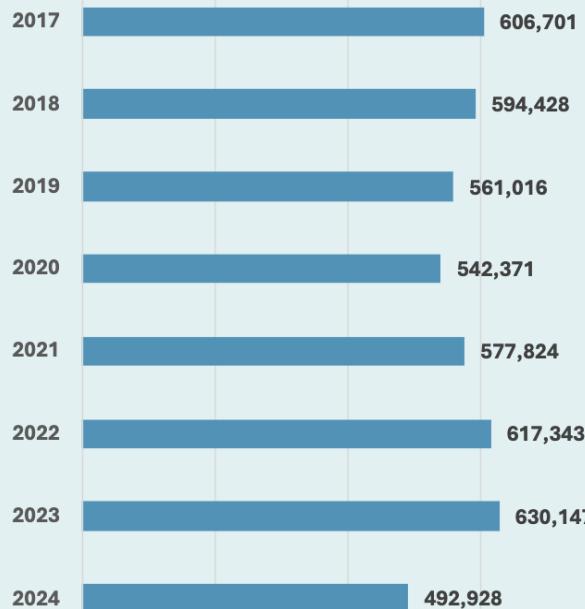
- Unreliability of paging delivery
- Time consuming duplicate schedule entry
- Maintenance and hardware overhead of on-premise legacy vendor
- Disparate and nonstandard workflows across hospital sites

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

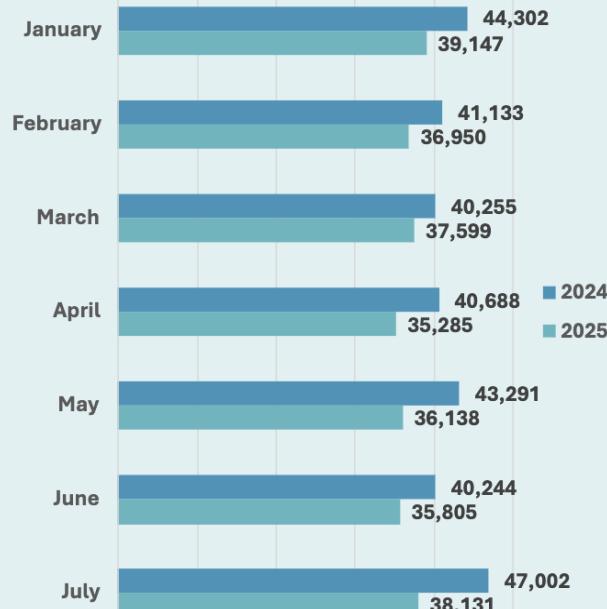
Yearly Call Volume



2025 Projected: 428,000 – 449,000*

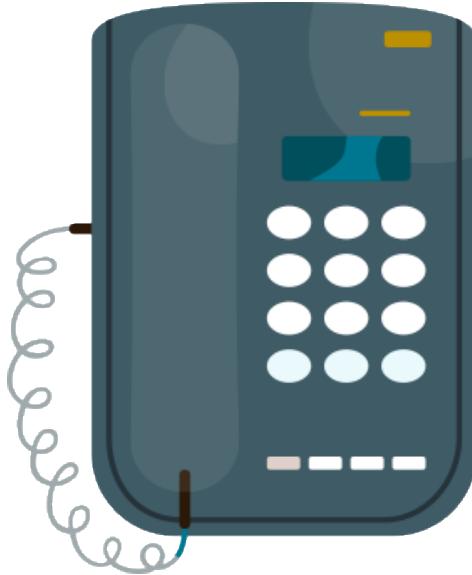
*Calculated using the average monthly decrease from 2024 to 2025

Monthly Call Volume

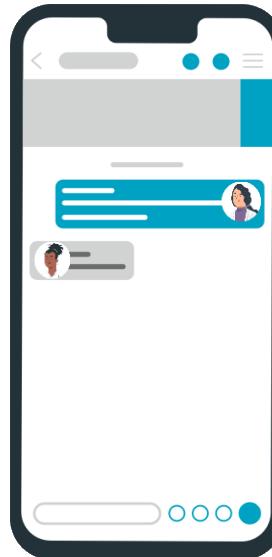


Average of 5,409 less calls each month

Factors Contributing to Lower Call Volumes



IVR Phone Tree



PerfectServe Messaging

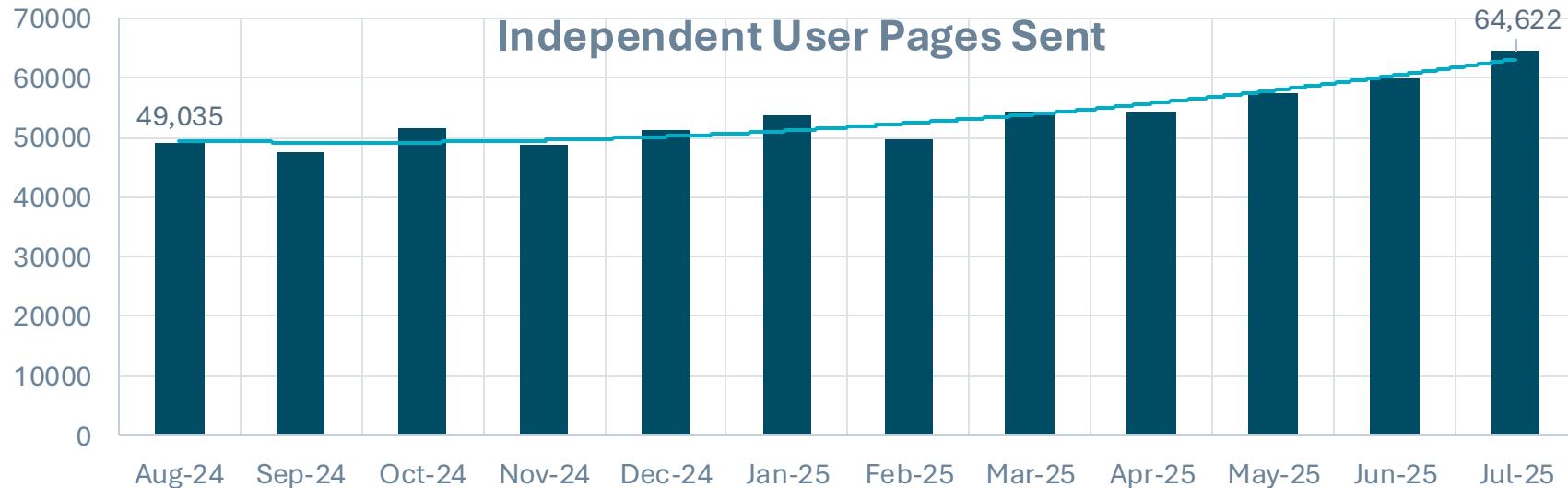
IVR Phone Tree

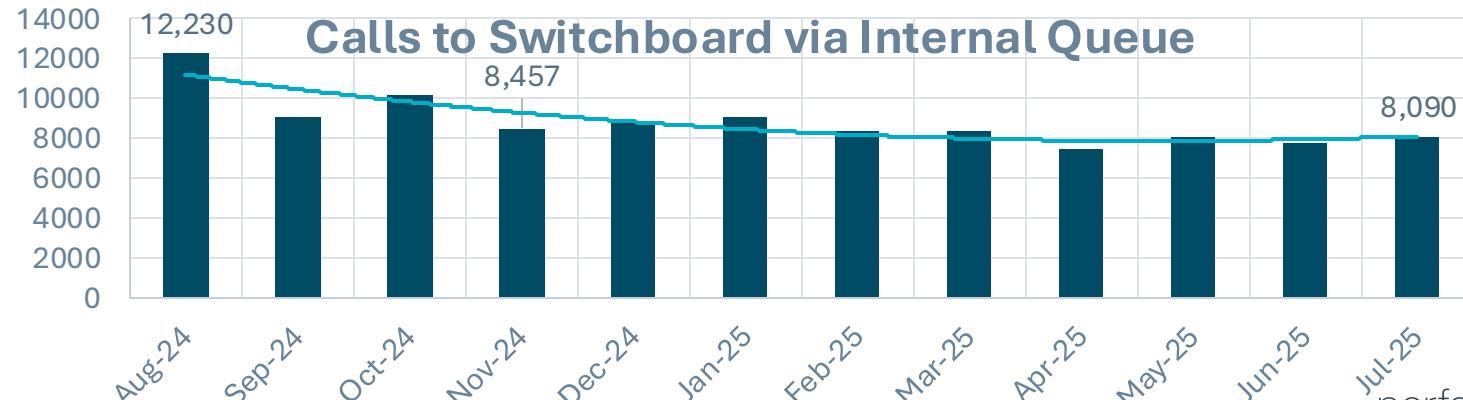
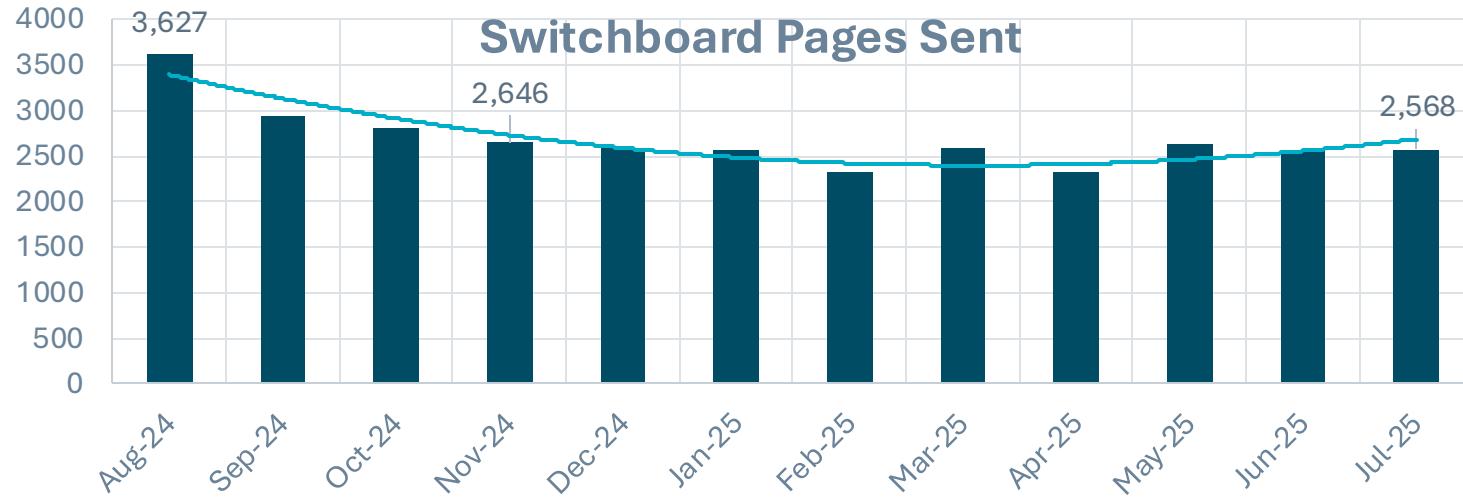
In 2024, the new phone tree directed 102,750 calls away from Switchboard, a 23% reduction in external calls.

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

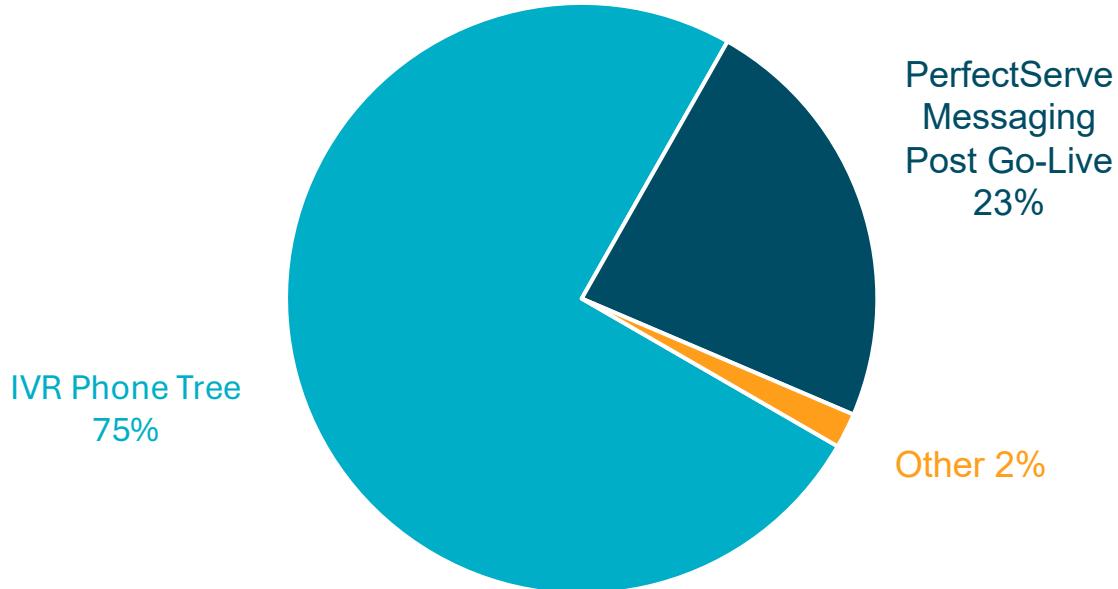
PerfectServe Messaging

- 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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