

Streamlining Nurse Communication



Health System

MemorialCare

Hospital

Orange Coast
Medical Center

Location

Fountain Valley, CA

Implemented Solution

PerfectServe Clinical
Communication &
Collaboration (CC&C)

Integrations

Epic
Active Directory

MemorialCare Orange Coast Medical Center is a 218-bed, 1,279-employee hospital—the only nonprofit hospital in Fountain Valley. It was voted #1 hospital in Orange County for four consecutive years (2017, 2018, 2019, and 2020) by Orange County Register readers and has received several U.S. News & World Report high-performance rankings.

Challenges

A time and motion study conducted by Orange Coast Medical Center revealed that the communication cycle for nurses to contact physicians was complicated and disjointed, with multiple points for potential gaps.¹ Communication inefficiencies delayed throughput, added costs, and caused frustration for patients and staff.

Before PerfectServe, nurses spent a significant amount of time contacting physicians, which sometimes translated into delays in care.

– Executive Director Information Services

Orange Coast Medical Center

Solution

Orange Coast Medical Center implemented PerfectServe's CC&C solution in 2012 to reduce variations in call-back time, minimize time wasted on phone tag, increase nurses' time for direct patient care, and improve nurse and patient satisfaction. PerfectServe streamlined the communication process, allowing nurses to simply access the platform any time to send secure text or voice messages to the correct on-call physician with one touch. Physicians could respond within minutes—no additional time or callbacks required.

- **\$56,000+ saved** in overtime costs.
- **2.4% increase** in HCAHPS scores.
- **68% reduction** in physician call-back time.
- **5.2% reduction** in overtime hours.

About PerfectServe

PerfectServe offers unified healthcare communication and scheduling solutions to help physicians, nurses, and care team members provide exceptional care to more than 20 million patients every year. By automating workflows, speeding time to care, optimizing shift schedules, and streamlining communication, PerfectServe reduces care team toil and improves patient safety.

1. PerfectServe at MemorialCare Orange Coast Medical Center, PerfectServe, Dec. 15, 2017: perfectserve.com/videos/perfectserve-at-orange-coast-memorial-medical-center/

To learn more or schedule a demo, please contact us:

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Or visit us online:
perfectserve.com

Implementation

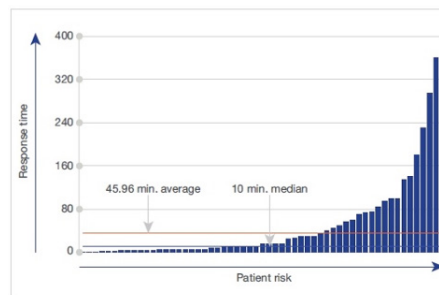
PerfectServe analyzed Orange Coast Medical Center's communication workflows to configure its Dynamic Intelligent Routing® to the hospital's unique needs and shift schedules, ensuring timely and accurate connectivity across all users and locations. All inputs and decision points were added so staff would no longer need to consult call schedules, look up contact information, wait on hold, relay messages, or route calls back. PerfectServe provided a dedicated team to help train staff and enroll physicians.

Results

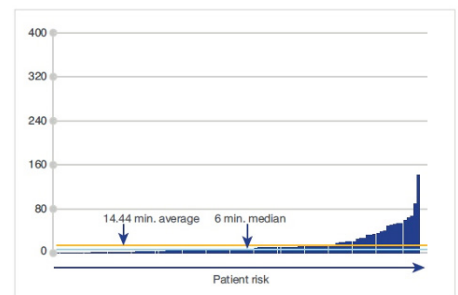
Orange Coast Medical Center saw a number of improvements after implementation:

- Streamlined Communication Process
- Shorter Communication Cycle Times
- Average Physician Callback Time Cut From 45 Minutes to 14 Minutes
- Positive Feedback From Nurses About Substantial Communication Improvements
- Overhead Paging Eliminated, Reducing Noise
- Pain Control Improved by 4.4%, Believed to be Tied Directly to Faster Communication

Pre-Implementation Response Time



Post-Implementation Response Time



PerfectServe has changed contacting physicians from a 10-step process to a one-step process.

– Tim Hortter

BSN, RN, CCRN, Critical Care Nurse, Orange Coast Medical Center

Conclusion

By implementing one comprehensive CC&C solution, MemorialCare Orange Coast Medical Center secured and streamlined clinical communication, improved ED flow, reduced response times, improved nurse satisfaction, enhanced the patient experience, and cut costs.