

Reclaiming 1,000+ Hours Per Year With Optimized Scheduling



Organization

UK Healthcare

Location

Lexington, KY

Implemented Solution

Optimized Scheduling
Powered by Lightning Bolt

Committed to the pillars of academic healthcare and the pursuit of advanced medicine and patient care, UK HealthCare is an award-winning healthcare system and research institution with a Level I Trauma Center and Level IV Neonatal Intensive Care Unit.

Challenges

UK HealthCare was spending substantial and costly time building provider schedules by using dated methods for shift swapping and approvals, resulting in an inability to maintain shift and on-call equity and requiring administrative support. As errors became commonplace and shift change approval rates plummeted, provider workload (and stress) was increasing. The hospitalist group recognized the need to address their complex provider scheduling demands with a more advanced solution.

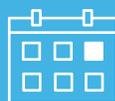
Solution

After years of inefficient processes, UK HealthCare implemented Optimized Scheduling powered by Lightning Bolt to optimize and manage their demand. Optimized Scheduling enabled administrators to quickly create complete schedules based on the hospitalists' unique needs. The transparency and flexibility of the web-based platform allowed administrators to create unbiased schedules, access the most up-to-date version, and easily account for providers' personal preferences. This resulted in the maintenance of shift equity, promotion of work-life balance, and an increase in provider utilization.



82%

reduction in time spent building schedules annually.



99.7%

approval rate for time-off requests.



100%

approval rate for major holiday requests.

About PerfectServe

PerfectServe offers unified healthcare communication solutions to help physicians, nurses, and care team members provide exceptional patient care. PerfectServe's solutions automate workflows, eliminate nonclinical tasks, support nurse mobility, engage patients in their own care, and automatically generate optimized shift schedules, resulting in reduced burnout, increased patient access, quicker time to treatment, and enhanced patient safety for more than 20 million patients every year.

Results

PerfectServe's Optimized Scheduling solution delivered dramatic results by reducing the hours spent building provider schedules from 1,480 hours to as little as 260 hours per year. UK HealthCare's providers were given the ability to self-swap shifts on the go without heavy administrative involvement. Equalization of jeopardy, night, weekend, and swing shifts prevailed and difficulties maintaining shift and on-call schedules disappeared, recovering up to 1,220 hours of productivity that had been lost annually to scheduling in previous years.

Optimized Scheduling powered by Lightning Bolt reduced the hours spent building provider schedules from 1,480 to as little as 260 hours per year.

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

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