



How a Critical Healthcare Solution Go-Live Goes Virtual



Health System

McLaren Health Care

Location

Grand Blanc, MI

Implemented Solution

Clinical Communication & Collaboration (CC&C)

Integrations

Cerner
Active Directory

McLaren Health Care is a \$6 billion health system committed to quality, evidence-based patient care, and cost efficiency. The McLaren network includes 15 hospitals, 28,000 employees, and more than 90,000 network providers throughout Michigan, Indiana, and Ohio.

Challenges

A sentinel event related to communication failure was a key driver when McLaren Health Care chose to implement PerfectServe's clinical communication and collaboration (CC&C) solution alongside a new electronic medical record (EMR). The new, integrated clinical solutions would help protect patients and staff from dangerous lapses in communication moving forward.

Over the course of one year, four McLaren regions were deployed on PerfectServe. Due to the simultaneous nature of the CC&C and EMR rollouts, the timely execution of each planned deployment phase was crucial.

McLaren and PerfectServe Go-Live Plan

Phase	# Hospitals to Launch	McLaren Hospitals to Launch	Est. # Beds	Launch Date	Went Live
1	2 Hospitals 1 Medical Center	Flint, Lapeer Region, McLaren Health Management Group	600 Beds	Dec. 4, 2018	✓
2	2 Hospitals	Northern Michigan, Port Huron	388 Beds	Apr. 23, 2019	✓
3	3 Hospitals	Macomb, Oakland	616 Beds	Aug. 27, 2019	✓
4	2 Hospitals	Greater Lansing, Orthopedic Hospital	362 Beds	Dec. 5, 2019	✓
5	5 Hospitals	Bay Region, Bay Special Care, Central Michigan, Caro Region, Port Huron	630 Beds	Apr. 23, 2020	

Solution

Prioritizing patient safety, McLaren leaders knew the ability of their hospitals and care teams to connect quickly and easily across different devices and locations via video, voice, and text was more important than ever. Rather than abandoning or delaying their efforts to solve communication challenges and protect patient safety, McLaren agreed to work with PerfectServe to pivot their go-live plan to a remote approach.

Implementation

McLaren and PerfectServe teamed up to drive engagement and training with renewed commitment through phase five, creating and documenting new processes as needed, such as:

- A video chat bridge was open from 7 AM-10 PM each day to give onsite hospital personnel quick access to the PerfectServe team and calls were held daily for key stakeholders.
- PerfectServe representatives provided video training sessions and McLaren coordinated internal resources to ensure all providers and care team members were trained and prepared.
- Workflow modifications and strategies were created via open, collaborative channels.
- A PerfectServe clinical consultant was on call 24/7 for McLaren's needs.



In a matter of days, and with a sense of collective purpose across the two teams, we were able to redesign our launch strategy and begin executing the final phase of implementation across all four hospitals remotely.

– **Chapin, M.D.**

Chief Medical Officer, McLaren Health Care¹

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. Industry Voices—Forced innovation: Lessons learned from a virtual go-live, Fierce Healthcare, Norman Chapin, M.D., Sep. 3, 2020: [fiercehealthcare.com/tech/industry-voices-forced-innovation-lessons-learned-from-a-virtual-go-live](https://www.fiercehealthcare.com/tech/industry-voices-forced-innovation-lessons-learned-from-a-virtual-go-live)
2. Sentinel Events, The Hospitalist, Joen Pritchard Kinnan, Oct. 2006: [thehospitalist.org/hospitalist/article/123211/sentinel-events](https://www.thehospitalist.org/hospitalist/article/123211/sentinel-events)
3. Engaging Communication to Improve Patient Safety and to Increase Patient Satisfaction, The Health Care Manager, Audrey Burgener, M. BS, MBA, 2017: [journals.lww.com/healthcaremanagerjournal/Fulltext/2017/07000/Enhancing_Communication_to_Improve_Patient_Safety.5.aspx](https://www.healthcaremanagerjournal.com/Fulltext/2017/07000/Enhancing_Communication_to_Improve_Patient_Safety.5.aspx)
4. The Economics of Patient Safety, Slawomirski, et al., The Organisation for Economic Co-operation and Development (OECD), Mar. 2017: [oecd.org/els/health-systems/The-economics-of-patient-safety-March-2017.pdf](https://www.oecd.org/els/health-systems/The-economics-of-patient-safety-March-2017.pdf)

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

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Results

McLaren Health Care's remote go-live with PerfectServe saw success in several ways, including key adoption and utilization metrics, as well as organizational piece of mind and process improvements for patient safety.

On **day one** of launch:

- **88% of all providers** were registered and ready to go.
- **95% of staff** had their schedules loaded, which is important for proper communication routing.
- **225+ conversations** occurred through PerfectServe.

By all accounts, this project has been a major success ... it's been particularly rewarding to see healthcare teams at their most resilient and adaptive.

– **Chapin, M.D.**

Chief Medical Officer, McLaren Health Care¹

