

GREENSLOPES PRIVATE HOSPITAL



THE CHALLENGE

Greenslopes offers both inpatient and day services through its 678-bed facility. Its switchboard operators typically handle 350-400 calls per eight-hour shift. The operators were using multiple systems to access patient and staff information in addition to binders and notes. These paper-based sources of information quickly became outdated.

Oftentimes, missing or obsolete information resulted in delays and extended wait times for both internal and external callers. This made it difficult for operators to provide fast and efficient caller service and communicate effectively within a critical healthcare environment.



THE SOLUTION

Greenslopes Private Hospital implemented the Spok Healthcare Console to increase operator productivity and simplify the call-taking process. The solution allows operators to have everything they need access to on their computers.

"[Spok's] operator console has alleviated many of the stressors amid our operator group. They now have convenient access to the patient management system as well as staff information in one system," said Andrew Chance, Information Services Manager for Greenslopes Private Hospital. "The [Spok] Healthcare Console allows them to quickly and accurately find the information they are looking for and help callers quickly."

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Andrew Chance
Information Services Manager

OVERVIEW

Founded in 1942, Greenslopes Private Hospital is a tertiary medical facility dedicated to providing Brisbane, Australia and surrounding communities with the best possible care and services. Greenslopes is the leading private teaching hospital in Australia and is owned and operated by Ramsay Health Care. Ramsay Health Care is Australia's largest operator of private hospitals with Greenslopes Private Hospital being their flagship facility.

INDUSTRY

Healthcare

BUSINESS DRIVERS

- Eliminate the paper-based resources in the hospital switchboard
- Unify multiple systems for fast and convenient access
- Alleviate operator stress

SOLUTION

Spok® Healthcare Console

RESULTS

- One system for easy use and adoption
- Improved operator efficiency
- Streamlined code call procedures
- Improved clinical alerting for caregivers via integration with Spok® Messenger

➤ **“It gives us access to all the right information to streamline processes and has enhanced our workstreams.”**

Faye Halliday
Switchboard Manager



THE RESULTS

With the Spok Healthcare Console, Greenslopes eliminated its paper-based processes and allows operators to use just one system to access the hospital's information. The solution was easily adopted due to the color-coding on the main screen that breaks down the different types of contacts.

The Spok Healthcare Console provides real-time statistics, which gives call centre managers a bird's eye view of the operators logged into the system and the number of calls in progress. It also provides great insight for staff planning by understanding call volumes and the operators' ability to process calls.

“The operator console solution is easy to use, and training our operators was a breeze,” said Faye Halliday, Switchboard Manager for Greenslopes. “It gives us access to all the right information to streamline processes and has enhanced our workstreams.”

The operator console solution also integrates with Greenslopes' existing Spok Messenger clinical alerting system to seamlessly send pages and alerts to clinical staff. It has improved the hospital's code call procedures, allowing staff to contact the operator group to send out notifications to predetermined code groups in the operator console system. All such communications are logged in the system for reporting purposes.

“As an operator group in a healthcare setting, we need to get it right every time,” said Belinda Clarke, Administrative Services Manager for Greenslopes. “We're always looking for ways to improve our customer service, and [Spok's] operator console was a great fit.”

THE FUTURE

Due to the robustness of the operator console solution, Greenslopes is looking to conduct in-depth training on all of its features. Additionally, the hospital is looking to roll out Spok's online directory organisation-wide. This will allow staff to access and contact colleagues without having to involve the operator group.