

CASE STUDY

Northeast Health System

NEW TECHNOLOGY HELPS OUTPATIENT DIAGNOSTIC LAB REDUCE WAIT TIMES AND HANDLE INCREASED PATIENT VOLUME

PRODUCT USED
JellyfishFLOWInpatient Beds
273Annual Outpatient Volume
500K+Annual Ambulatory Surgery Visits
5,286Annual ED Visits
100,965Annual Outpatient Visits
330,770

Introduction

The huge health system is a major health care provider in the Greater New York area. Sitting on a campus of two new facilities, together over 500,000 square feet, this health system operates 273 inpatient beds reporting 330,770 outpatient visits, 5,286 ambulatory surgery visits and 100,965 ED visits during their last fiscal year.

In their mission to provide quality, comprehensive care and with the closing of a nearby lab, the facility sought a solution to manage wait times and handle the increased patient load while determining optimal staffing and internal processes.

Challenges

- The amount of time required to check-in each patient was lengthy due to paperwork and lab preparation.

- Increased volume caused over-crowded waiting areas filled with frustrated patients who often interrupt staff for status updates, which further delayed the wait.

- The receptionist was required to print labels for each vial for each patient check-in.



- Clinicians were required to physically leave the treatment room in order to call the next patient which takes approximately 35 seconds.



Solution

In an attempt to increase patient satisfaction by optimizing resources and reducing wait times, the facility implemented Jellyfish Health.

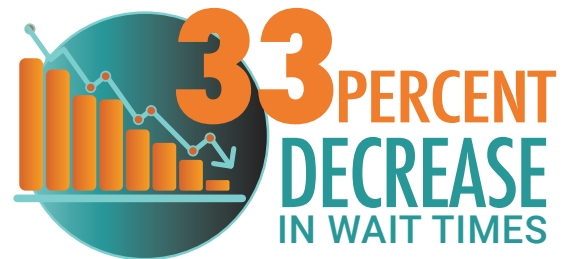
The check-in process is now automated. When patients arrive at the lab, they sign-in at the reception desk, with an optional future self-service kiosk.

Jellyfish Health's proprietary algorithms automatically queue the patient for their procedure, giving priority to patients identified with special circumstances. Estimated wait times are communicated to patients at all times via a waiting room monitor. Patients are directed to the correct room without the need of clinicians to physically walk to the waiting room and call the next patient.

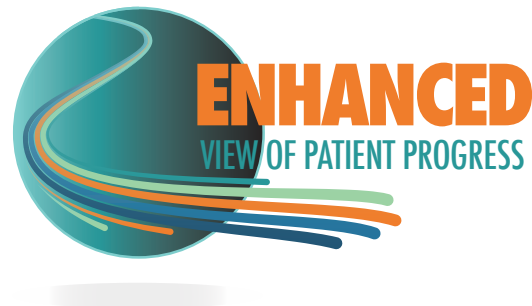
With Jellyfish Health, the phlebotomist prints labels only after the patient has arrived in the treatment room.

Result

Automated processes have allowed the lab to handle the influx, increasing their volume from under 200 patients to over 370 patients daily, an 85% increase.



Average wait times have reduced from 15 minutes to below 10 minutes, with no additional staff. With the transparency Jellyfish Health provides, patients are informed and no longer interrupt the staff for status updates.



Management now has access to real-time accurate information on the patient progress to ensure wait times remain within established boundaries, improving staffing decisions and optimizing work flow.

Results

Average wait times reduced from 15 to 10 minutes

Increased volume from under 200 to over 370 daily

Clinicians saved 35 seconds per patient

