SARASOTA MEMORIAL HEALTH CARE SYSTEM BREAKS THROUGH REGISTRATION BOTTLENECKS TO A BETTER PATIENT EXPERIENCE

STAFF	PHYSICIANS	NETWORK	BEDS	VOLUNTEERS
5,000	900+	Outpatient · Long-Term Care · Rehab Programs	829	600

Introduction

Sarasota Memorial Healthcare System is consistently recognized for providing top-tier care, with accolades that include a 5-star quality rating from Medicare for quality, recognition as a U.S. News Top Performer, a HealthGrades Outstanding Patient Experience award, and many, many others.

"As the region's only non-profit health system, we see any patient that needs care. That begins with making the registration process fast and simple for every patient," said Robb Wilburn, Director of Patient Registration at Sarasota Memorial Health Care System.

Objective

Create an amazing patient experience by reducing time to wait.

Sarasota Memorial had tried different strategies to reduce congestion in a registration area that had also become a de facto lobby and waiting room. These methods spanned from writing out names on a piece of paper and attaching them to a clipboard, to deploying registration software. None gave registration staff and management real-time insight into where bottlenecks were forming, how long patients had been waiting, and other details so important for managing patient throughput.

Further, some of these patients, many of them seniors, still had to show up 30 minutes before a procedure. For a health system committed to a stellar patient experience, this "hurry up and wait" scenario was unacceptable.

90% REDUCTION OF WAIT TIMES.

Solution

Transparent patient throughput.

Sarasota hit upon an ingenious way to reduce patient times and improve the entire registration process: utilize Jellyfish Access to gain real-time transparency into every patient visit.

This single solution replaces outdated "check in" software with a true window into current and prospective patient volume.

- Intakes patient registration information

- Dashboard shows real-time patient volume, including each patient's place in line and estimated to time to wait

- Color-coded alerts show when wait times are approaching set thresholds

- Enables cost-effective allocation of staff and other resources where they're needed most

- Trends analysis enables forecasting of future patient volume

100 PERCENT
CHANGE IN MOOD
IN THE REGISTRATION LOBBY

Implementation

Robust dashboard replaces paper and patient-counting software.

With the Jellyfish dashboard, registration staff and management now have an always on, real-time view of patient volume and wait time status right from their computer screen. Or even from their mobile device if they are away from the department or off-site.

When wait times approach set thresholds, staff immediately see a color-coded alert on their computer screen. This enables staff to quickly communicate with the patient, or even switch patients out of order so that no one experiences a long wait.

"What I like best is that the dashboard even shows wait times in other locations, like our outpatient facilities and other sites," Wilburn said. "And if I see wait time thresholds are being crossed, I can act."

100%
REMOVAL OF STRESS
FOR REGISTRATION STAFF

No more paper and clipboards. No more software that only counts patients as they come in. Jellyfish Health gives Sarasota Memorial a new ability to see and manage the entire patient registration experience in real-time.

Results

"With Jellyfish, you get transparency. You know with just a click what's going on in the lobby, the average wait time, which patients have checked in, and which ones are waiting to be seen. All without adding more staff," Wilburn concluded.

STEADY INCREASE
IN PATIENT SATISFACTION AND HCAHPS SCORES

He added this final piece of advice: "Don't underestimate how important it is to manage your patient throughput. You have to have some electronic tool to do it."