



## Communication Streamlined for Supplemental Staffing Requirements Community Healthcare System

### THE CLIENT

Community Healthcare System is comprised of three not-for-profit acute care hospitals in northwest Indiana, each offering a broad range of healthcare services: 427-bed, Community Hospital in Munster, which was named to America's 50 Best Hospitals six years in a row; 190-bed, St. Catherine Hospital in East, Chicago whose doors opened in 1928; and 190-bed, St. Mary Medical Center in Hobart, that provides award-winning care using the latest technology. Melinda McBride-Plawecki is the Administrative Manager of the Supplemental Staffing Department and is responsible for supporting the staffing needs of the three hospitals.

### THE SITUATION

When the Supplemental Staffing Department had a significantly smaller number of employees, the Staffing Coordinator made individual telephone calls in order to fill staffing needs throughout the three hospitals. They have grown to approximately 200 employees, and while they didn't want to lose the personal touch with employees, Melinda McBride-Plawecki reports that making an individual call can sometimes lead to more time on the phone than necessary for the Staffing Coordinator. They needed to find a way to be able to reach 200 employees, sometimes several times a day, with a request to fill a shift and get a simple yes or no answer.

### THE SOLUTION

Community Healthcare System didn't have to look far for a solution to their communications issues. The nearby town of Griffith is a One Call Now client and uses the system to put out important notifications to the community, and Griffith Public Schools sends messages out to families as a One Call Now client. Melinda thought, "This would be a great system for my department...what better way to get in touch with 200 people when you need to."

### THE RESULT

McBride-Plawecki shares that "The Supplemental Staffing Department is constantly trying to help the other hospitals, and many phone calls are sent using One Call Now for needs that come up every day." She adds, "It's been wonderful. It's been such a life saver for our department and has saved so much money. I would probably need another full-time person just to make phone calls. One person in the office couldn't possibly call all the employees." She pointed out that "With so many hospitals in

*continued*

**"It's been such a life saver for our department and has saved so much money. It's just a great system!"**

MELINDA MCBRIDE-PLAWECKI,  
SUPPLEMENTAL STAFFING DEPARTMENT  
ADMINISTRATIVE MANAGER

### INDUSTRY

*Healthcare*

### CLIENT

*Community Healthcare System*

### SCOPE/GEOGRAPHY

*Northwest Indiana*

### PROBLEM

*Manual phone calls made to staff took too much time*

### PAYBACK

*Increased communication efficiency with staff*

### REPLACED

*Individual phone calls*



## CLIENT CASE STUDIES *continued*

their system, they could quickly make calls to everyone if disaster ever struck in their area.” She also uses One Call Now to send out informational messaging regarding everything from education compliance reminders to employee dinners. She appreciates being able to select specific recipients and have the call go out automatically. Another feature that has proven quite beneficial is the reporting system. Melinda regularly accesses reports for confirmation of message delivery to employees.

***For medical organizations such as Community Healthcare System, One Call Now provides a time-saving solution for staffing and employee notification.***

### **CONTACT US TO LEARN MORE!**

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