PetalOn·Call
Hospital Dashboard

CASE STUDY — CENTRE HOSPITALIER LE VINATIER

Simplify the Planning and Management of On-Call Physicians

Summary

The French Centre hospitalier Le Vinatier, a health establishment specializing in psychiatry and mental health, wanted to digitize and modernize the planning and management of its physician on-call services in order to reduce its operating costs, eliminate the risk of errors from the processes in place and gain access to reliable data.

The PetalMD solution was chosen for its uniqueness and implemented in just a few weeks. The results were dramatic. An on-call schedule was produced for an eight-month period using an automated procedure, and physicians began to swap shifts independently, without administrative intermediaries and without any risk of error.

Table of Contents

About the Centre hospitalier Le Vinatier Health Establishment

Centre hospitalier Le Vinatier is a health care facility specializing in psychiatry and mental health. It is located in the commune of Bron, on the outskirts of Lyon, France.

220
psychiatrists

750
full-time hospital beds

2 325
health professionals and employees
who are not physicians

742
part-time hospital beds

Challenges Faced by the Hospital

1. Time required to plan and manage medical on-calls

The manual planning of the 220 on-call physicians at the hospital took nearly 35 hours of work over an eight-month period. Once the on-call lists were created, an even greater number of hours was required to individually process the 700 requests from physicians to swap on-call shifts received from different sources (e-mails, in-person conversations, telephones, etc.).

2. Risks of errors related to swapping on-call shifts

Even after shifts had been swapped, some on-call physicians who were not on the schedule would come to the hospital anyway for their shifts. Conversely, some physicians who were on call on the schedule did not show up. These errors affected both the operations of the hospital and the physicians themselves, who were inconvenienced or came to work unnecessarily.

3. Maintaining a balance in the distribution of on-call shifts

Since the hospital did not have a solution designed specifically for the physicians, it had difficulty ensuring an equitable distribution of on-call shifts (holidays, weekends, days in the year, etc.). The initial distribution changed significantly during the year, and it was almost impossible to monitor it rigorously to ensure fair treatment for all.

Solution Chosen

Following a call for tenders, Centre hospitalier Le Vinatier chose the Canadian company PetalMD, which specializes in the design and implementation of Web solutions designed to simplify physicians' daily lives, modernize the management of health care facilities and optimize the performance of hospitals. Below are the Petal On-Call features that were selected to meet the hospital's challenges.
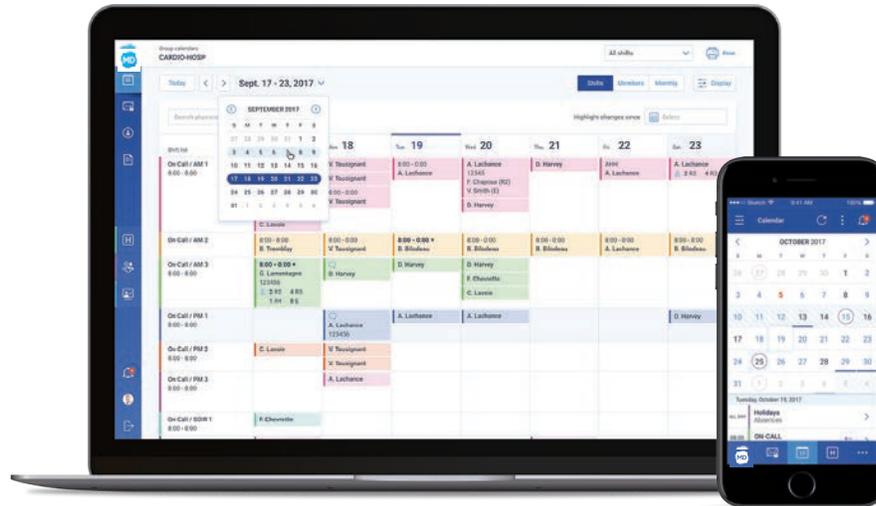
1. Automated Planning

With the PetalMD solution, the hospital now has an automated planning tool based on various planning variables such as physician unavailability, medical team rules, desired on-call assignment, contractual agreements and competencies.

Authorized staff can now produce a schedule for most of the 220 physicians by activating an automated step-by-step procedure that is both flexible and fast, thus saving nearly 100 hours of manual planning. A limited number of physicians kept a manual schedule to accommodate certain actors at the hospital.

Examples of Rules Used for Automated Scheduling

- Physicians cannot do more than one "general evening on-call shift" within X consecutive days.

- Physicians cannot do "daytime shifts" for Y consecutive days.

- There must be a minimum of 3 "free" weekdays between each working weekend.

- Physicians cannot do a "day shift" if they were assigned a "general evening shift" the day before.

- Dr. A cannot be on call on Mondays.

2. Real-Time Schedule Updates

Physicians at Centre hospitalier Le Vinatier Hospital now have access to a schedule that is automatically updated when a change is made and can be accessed from any device.

Management ensures that authorized personnel have access to accurate information at all times, reducing the risk of errors when on-call shifts are swapped.
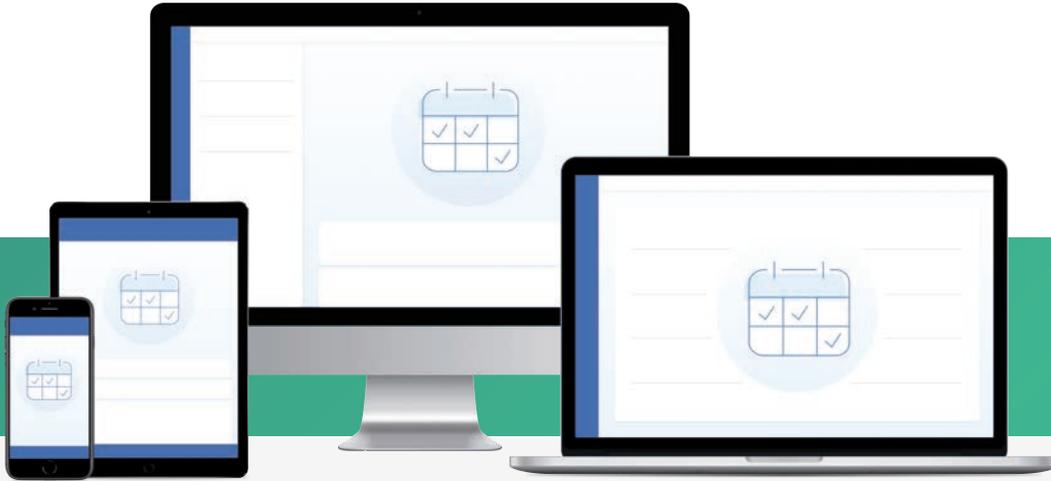
3. On-Call Swaps Between Physicians

Physicians can now swap shifts with their colleagues directly from their own agendas, without a scheduler having to make the change. When requests are approved or declined, the physicians concerned are notified and the change is made instantly.

Requests for on-call exchanges are processed much faster than before and physicians can be more autonomous in managing their schedules.
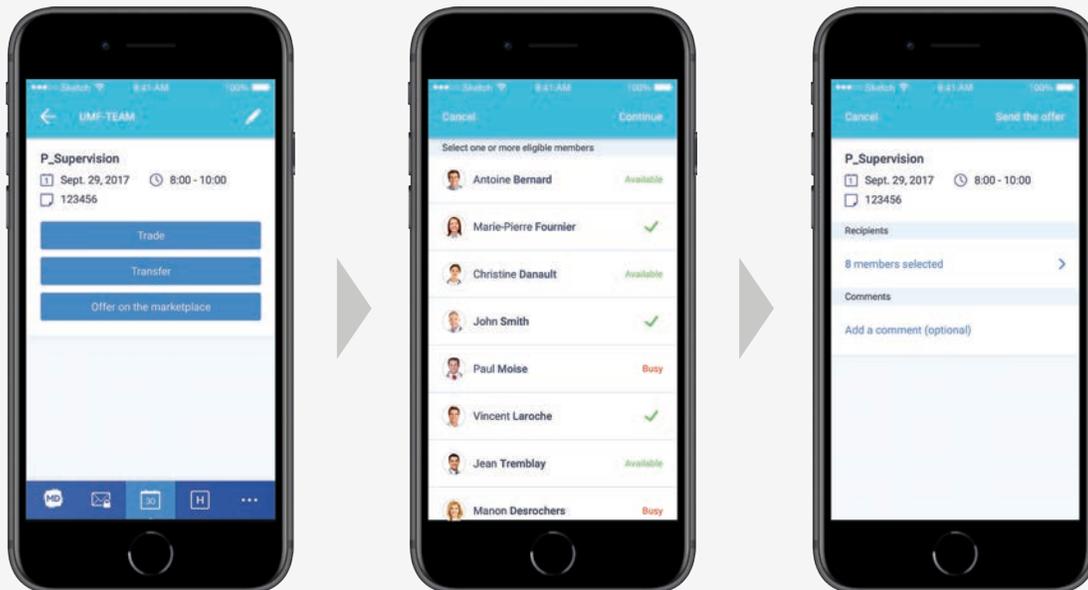
4. Equity Reports

Authorized staff, including management, can now extract a summary file indicating how many shifts have been assigned to a physician over a given period, and based on various criteria (e.g. number of weekends, holidays, Friday evenings, shift changes, etc.).

PetalMD's solution provides access to accurate data that was previously inaccessible and which provides excellent visibility of the on-call status of physicians and the fairness of the on-call allocations.

Implementing the Solution

With the cooperation of Centre hospitalier Le Vinatier, the PetalMD solution was implemented quickly and smoothly. The transition from the old to the new operating mode was largely based on retaining the existing systems for the first few months.

1 In late November 2017, the PetalMD team received the necessary information and approvals to begin implementation.

2 A specialized consultant from PetalMD analyzed the hospital's on-call schedules and swaps with the planning manager to set up the rules for automated planning.

3 From the first week of December 2017, approximately 1,400 medical shifts were scheduled from mid-January to September 2018 using the automated procedure. The schedule was checked and approved by Centre hospitalier Le Vinatier.

4 The management and administrative staff concerned received training so that the hospital could autonomously set up, configure and operate the PetalMD solution.

5 On December 15, 2017, the solution was officially launched and became accessible to all physicians.

Total implementation time
18 DAYS

In early January 2018, physicians began to consult the new schedule and use the application independently. Many of them decided it was not necessary to take training course as the tool was easy to use.

The transition from the old to the new operating mode has been progressing well, largely due the maintenance of existing systems during the first few months.

Results

The challenges faced by Centre hospitalier Le Vinatier were successfully addressed. In addition to saving time, reducing operating costs and eliminating many communication errors, the facility now has access to valuable data on the physicians' use of time.

Hundreds of Hours Saved/Year

by eliminating time losses related to:

- Interaction between various hospital administrators in contacting the right on-call physicians

- Errors in identifying on-call physicians

- Manual transcription of each physician's agenda into the on-call schedule

- Process of coordinating on-call swaps among physicians

- Manual planning of on-call schedules

- Multiple steps required to manually centralize on-call availability from different channels (emails, phones, conversations, etc.)

In 3 Months of Use:

1,400
on-call shifts
scheduled automatically

400
shifts swapped
among physicians

0
communication errors
with on-call physicians

Testimonials

"We can see that the application was developed by taking into account the physicians' daily work routines: users orient themselves intuitively and do what they have to do without any problems. The same applies to the solution's administrative managers, who quickly became autonomous with the tool, particularly when generating tables or entering on-call lines."

- Florence Grellet, Director of Medical Affairs and Research

"Many physicians adopted the tool very quickly. We saw them switching their on-call shifts as soon as the tool was made available and we noted that, since the deployment, the risk of on-call failure has greatly diminished."

- Sébastien Barthélémy, Director of IT Services

"The implementation was completed in less than a month and 95% of users needed no training. A session was set up to reassure staff who are less comfortable with smartphones. Currently, more than 99% of physicians are satisfied."

- Patrick Clares, Project Manager - Human Resources Information System

"For our hospital, the PetalMD solution has been a real breath of fresh air because it allows physicians to swap shifts by themselves, which is reflected in the low level of management involvement. In addition, the real-time management of equity charts eliminates the risk of human error associated with manual data entry in different media."

- Florence Grellet, Director of Medical Affairs and Research

We would like to thank Centre hospitalier Le Vinatier
for its cooperation in the design of this case study.

7 Reasons for Choosing PetalMD

1. Unique features on the market

Each feature has been designed to meet the multiple needs of physicians and hospital professionals; many of them are both cutting-edge and exclusive to the Petal On-Call solution.

2. A user experience tailored to hospital needs

The details of each feature have been carefully thought out in collaboration with physicians and hospital managers in order to effectively address their daily challenges.

3. Satisfaction guaranteed

The general experience of hospital workers is reflected in a 98% satisfaction rate in 2017 for the entire implementation process, i.e. from the first meeting to the online implementation of the solution.

4. A high level of expertise

The Petal On-Call solution is part of the large family of productivity tools developed by PetalMD, a company with more than 60 employees, including a service and technical support team dedicated to improving hospital efficiency.

5. High standards

All solutions developed by PetalMD are hosted on Microsoft's private cloud servers and comply with a number of international security standards. System improvements are included in the maintenance performed by PetalMD.

6. A turnkey service

A team of experienced consultants fully supports the deployment of the Petal On-Call solution. The team presents the project plan with objectives and timelines, collects information, creates groups of physicians, configures the console and deploys the solution.

7. Post-implementation technical support

Once the implementation is complete, PetalMD customers have access to technical support through our online and telephone request system. In addition, an online help centre is available at all times.

Discover Petal On-Call with Personalized Demonstration

You'll see the features of Petal On-Call in action and be able to ask one of our specialized consultants questions to better understand how the tool can adapt to your situation and your medical department's specialization.

*Call us at 1-888-949-8601 to request a demonstration!*

37,000
Physician Users

1,400
Hospital Departments

150
Health Facilities
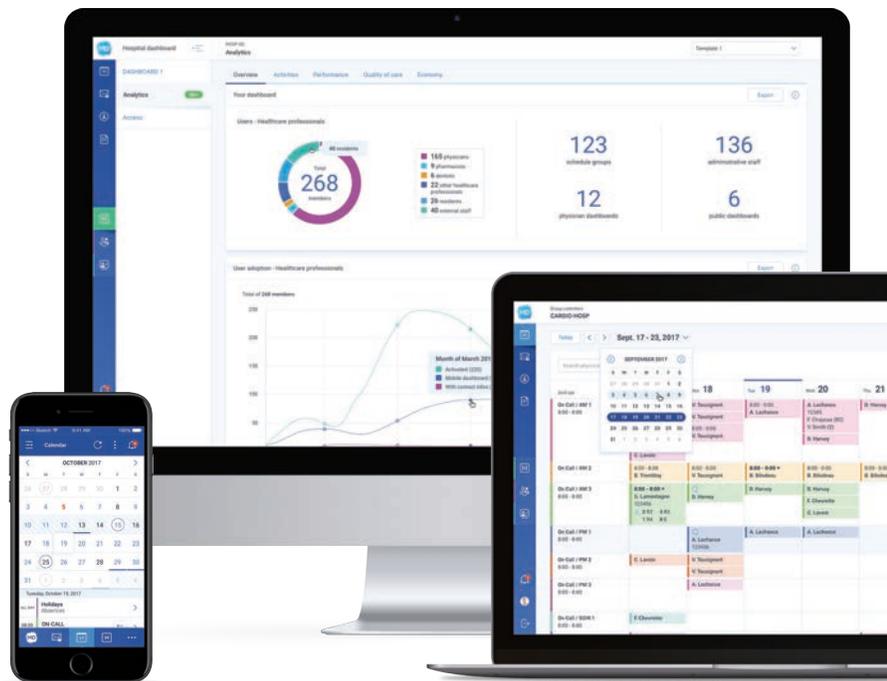
Petal MD

Canada's leader in digital health, PetalMD develops innovative web-based solutions to simplify physicians' daily lives and improve the efficiency of health care facilities.

For more information, contact a specialized consultant at 1-888-949-8601.

petalmd.com

Download on the App Store

GET IT ON Google Play