

## Qmatic Success Story

St. Josefs-Hospital Wiesbaden  
Health Care



## Qmatic reduces waiting time by 50 per cent



**S**t. Josef's-Hospital in Wiesbaden is an innovative, acute care hospital for specialised care with over 500 beds. Sponsored by the St. Josef's-Hospital Foundation, Wiesbaden, the hospital has 13 departments with a total of 1,300 employees who take care of 25,000 inpatients and 38,000 outpatients annually. The hospital's motto, "simply be good", is clearly visible in all the daily interactions between the people in the hospital and leads to a professional approach to patients, employees and partners.

### CURRENT SITUATION AND CHALLENGES

Until recently, St. Josef's-Hospital Wiesbaden had, in addition to the admissions desk for the emergency ward, three admissions desks for elective patients, divided up according to departments. Due to the varying workloads of the different departments, this meant patients faced waiting times of up to two hours. This led to further

delays, for example in the operating room, because patients were still waiting at the admissions desk. The hospital's patient management set the following demands for any proposed solutions:

Reduction of  
waiting time **50%**

by introducing a central registration  
and call-up system for the patients

- Significant reduction in waiting times
- Creation of a central admissions desk for all elective patients
- Control of patient flows through a Patient Journey Management solution
- More flexible employee planning at the admissions desk

## ♥ THE SOLUTION

The hospital's three admissions desks for elective patients were combined to create one central admissions area. This central area has three admissions desks for all departments. Patient flows are efficiently controlled through Qmatic's Orchestra solution. At the Intro17 self-service-station, patients can select from various services such as "preliminary examination for a planned operation", after which a queue number is printed out. In the central waiting area, the numbers are called up on two monitors that display the number on the ticket and a corresponding room number. The Orchestra system gives direct insights into the current waiting times and how many patients are waiting so that the number of employees in the admittance area can be adjusted according to demand.

## ★ THE RESULTS

"Before the implementation we had internal discussions about whether this approach would make the patients feel as if they were only a number. In real life it was immediately clear: by applying the Qmatic solution and unifying the admittance desks everyone immediately sees the advantages of the new concept. We noticed a clear increase in both patient and employee satisfaction. Waiting times have been reduced by an average of around 50



per cent, which is in itself a very strong argument for this solution. The change has also had positive effects for the employees in the subsequent processes, for example in the operating room, since the patients now go there directly so that there is no space for waiting times," explains

---

**»A significant improvement in patient and employee satisfaction. The waiting times have been reduced by around 50 per cent, which is also a big help to the subsequent processes.«**

Bianka Wienholz, Head of Patient Management

---

Bianka Wienholz, Head of Patient Management at St. Josef's-Hospital Wiesbaden.

## 👍 THE SOLUTION AT A GLANCE

### St. Josefs-Hospital Wiesbaden

St. Josef's-Hospital Wiesbaden is an innovative, acute care hospital for specialised care, sponsored by the St. Josef's-Hospital Foundation, Wiesbaden. The hospital has over 500 beds. A total of 1,300 employees working in 13 departments look after 25,000 inpatients and 38,000 outpatients annually.

### Area: Health Care

### Region: Germany, Wiesbaden

### The Challenges

- Significant reduction of waiting times
- Creation of a central admittance area for all elective patients
- Control of patient flows through a Patient Journey Management solution
- More flexibility for employee planning in the admittance area

### The Solution

- Qmatic Orchestra solution
- Intro17 self service station
- Patients called up on two monitors

### The Advantages

- Reduction of waiting time by around 50%
- Improvement of internal processes
- Significant increase in employee and patient satisfaction
- Greater flexibility in the use of employees to deal with fluctuations in the number of patients being admitted.

You want to find out more?

Andreas Ropertz  
Andreas.Ropertz@qmatic.com  
Telephone: + 49 2871 290 9 294  
Fax: + 49 2871 290 9 291

Qmatic Deutschland GmbH  
Konrad-Zuse-Straße 12  
46397 Bocholt, Deutschland  
www.qmatic.de

**QMATIC**