

Scheduling Essentials for Clinical Operations Leaders



Establishing an efficient, optimized schedule for the whole enterprise isn't impossible. The key lies in knowing what capabilities and processes are essential to creating a more interconnected health system. With these critical features in place, operations leaders can instill equalized, transparent schedules that fight patient leakage, high staff turnover rates, and revenue loss.

Use the checklist below to evaluate your current scheduling solution, and learn what outcomes are possible that drive high operational efficiency and improve experiences for each and every department.

Optimized Scheduling Features

Broad Support of Integrations

Outdated manual processes turn digital with multiple key platform integrations. Accurate payroll/time/attendance, EHR embed, demographics, appointment scheduling, data shipping, residency, and more



Better Resource Allocation

Balance departmental requirements with provider preferences

Manage rooms (OR, ER) and equipment to match resources with patient demand



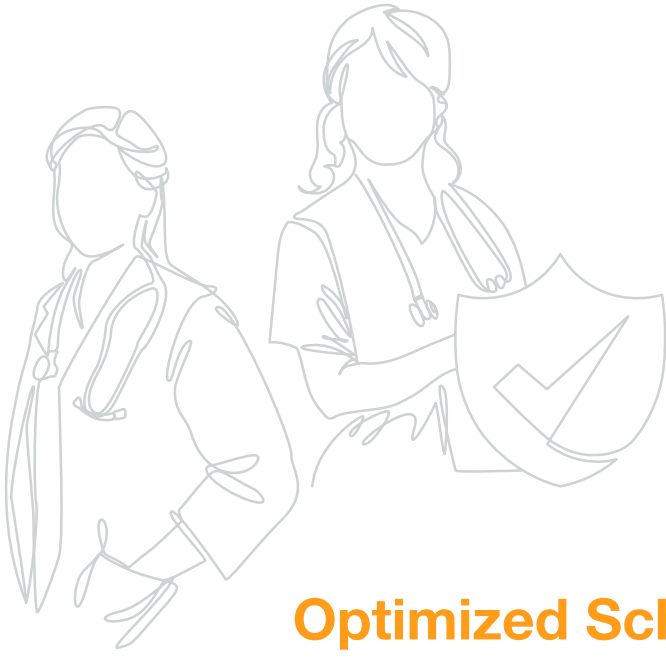
Robust Analytics and Reporting

Access a large number of standard reports, as well as highly custom reports tailored to your specific needs

Analyze the full picture of data using the latest available real time data

Parse data like total hours or shifts worked, including weighting different shifts based on difficulty or desirability

Data can be evaluated for one or all departments to uncover more granular insights or engage in broader trend analysis



Optimized Scheduling Outcomes

Better Staffing

- Improved staff satisfaction and retention:
 - Intuitive app experience
 - Ability to submit personal preferences
 - Easy to request shift swaps and time off
 - More transparency with schedule visibility for all users
- Location-agnostic, cloud-based schedule access
- Non-essential care team staff can access schedules with a custom link while working from any location



Smarter Resource Utilization

- One unified, enterprise-wide schedule accessible to all care team members and staff
- Optimize staff utilization by creating the best possible schedule
- Pair departmental requirements with provider preferences
- Match resources (such as OR and ER rooms) and equipment with patient demand



Reduced Vendor Footprint

- One vendor for deployment, support, training, and integrations management
- Efficient transfer of information via a single source of truth for all schedules
- Easily scale to additional departments and locations
- Option to scale with a single vendor for other critical operational solutions such as clinical communication, operator console, answering service, and patient texting



Improved Patient Experience

- More accessible schedules and improved provider communication aid speed to care and quality of the patient experience
- Accelerated speed to care yields better patient outcomes and less patient leakage
- Streamlined communication workflows mean faster throughput



Scheduling impacts each and every department in a health system, but when it's done with a focus on the enterprise as a whole, common issues—provider turnover and dissatisfaction, patient leakage, and care delays—can be improved. With powerful integrations, smarter resource allocation, and a deeper understanding of the schedules that do and don't work, the enterprise experiences better staffing (and happier providers), smarter resource utilization, and improved patient experiences through the entire patient journey.

Implementing solutions that truly work towards operational goals doesn't have to be an arduous process. We're here to help, and we'd love to walk you through this checklist and get a better understanding of your unique enterprise goals. Connect with us today by scheduling a time to talk with an expert below!

Connect With a Scheduling Expert



About PerfectServe

PerfectServe accelerates speed to care by optimizing provider schedules, streamlining clinical communication, and engaging patients and their families in the care experience. Our cloud-based software simplifies complex clinical workflows and schedules with secure and timely communication by dynamically routing messages to the right person at the right time. We drive more efficient care collaboration in all settings to improve patient outcomes and bring joy back to caregivers. PerfectServe has 25 years of experience and is a trusted partner to more than 500 hospitals and 30,000 medical practices.