

HealthCare Scheduling— Are You Creating a Culture of Service Excellence?

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*Learn how Panviva
can help work through
scheduling processes
without any stop gaps
or missteps.*

Guide



Are You Creating a Culture of Service Excellence?

It is a known fact that healthcare scheduling practices vary greatly - what works in a busy emergency room would not be suitable for primary care offices. In addition, scheduling systems address different techniques - block scheduling, modified block scheduling, and individual scheduling - but beyond technique, what do they do to improve patient service excellence?

Optimizing your scheduling process is key to getting patient services right for your hospital or urgent care centers. But more important is the ability for your staff to work through those processes without any stop gaps or missteps along the way.



Are You Creating a Culture of Service Excellence?

According to a
report developed
by the IOM
Committee
on Optimizing
Scheduling in
Health Care,

“*Implementing systems approaches in health care, including strategies to address scheduling and access issues, requires changes not only in operational processes but also a fundamental shift in thinking. All members of a health care organization must transition from the siloed, independent, and fragmented mentality of traditional health care culture to a culture of service excellence, an integrated approach with shared accountability in which physicians, employees, and patients treat one another with respect and as partners, and patient satisfaction and employee engagement are high.*”

How do you know if you are on the track to provide service excellence?

You have the systems in place, but how do you address the shift in operational thinking from simply executing tasks and process to accountability and patient service? Here are three questions to ask to find out if you are doing all you can to create a culture of service excellence.



1 What tools do you provide to assist your schedulers in navigating the complexity of your scheduling protocol?

You've been working on implementing and training your staff on your scheduling software for months now. Or is it years? Is it a continual cycle? Maybe you had a recent merger? The goal of any healthcare center is to be confident that everyone from schedulers to providers has the information they need to do the job correctly. The systems in place may manage the dates and times, patient records and distribution of information, but are you confident it manages the service actions taken by employees to provide service excellence? According to [Medical Economics](#), over **40% of injury is a result of poor communication, system failures and documentation.**

Ask yourself:

When schedulers get stuck along the way, who do they call or what do they do to get a resolution?

How long do patients wait while staff search for the next step in the process?

If your staff can't get to the answers they need to keep the processes moving forward, you've just created the first roadblock of the day and everything backs up from there.

2 How quickly do schedulers adapt to change to insure patient satisfaction and avoid risks?

Welcome Dr. Jones to your practice. She has her own way of scheduling appointments but you are not in the same office as her – where does she put her scheduling preferences for all to see? Is it in a note section somewhere in the software? Is it with an actual person and did he/she convey the message to others? It's obvious that change to scheduling happens all the time, and it's imperative that that information be available to all staff to insure patient satisfaction. The fastest way to frustrate your team, the patient and the physician is to have incomplete or old procedures stuck in the system. Not to mention the financial risks that come along with inadequate scheduling practices.

Ask yourself:

Does one person hold all the knowledge for a particular physician?

Are we prepared for growth and how will others get up-to-speed?

Real-time updates are a must in the medical industry – it can literally save lives. Examining the way in which you disseminate critical information can make all the difference to the patient experience.

3 Are your schedulers empowered to provide feedback and changes when they come across protocol that could be improved?

Your day-to-day schedulers know what works and what doesn't work. They create the overpasses and detours to the roadblocks in your scheduling system. Are they empowered to share that knowledge with others? The process should be easy and instant so everyone can benefit from their expertise. Too often, information is left to get stale or is just ignored completely.

According to [Innovation and Best Practices in Health Care Scheduling](#), "While commitment at the top is essential, success stems from frontline staff and patients to improve processes that demonstrate respect for people and improve acceptance, accountable, and outcomes."

Ask yourself:

Is valuable information getting left out because there is no feedback mechanism in place?

How do your experts communicate to the team?

Is there room for improvement?

Time is precious and when a staff member can help with efficiencies and changes, they should be able to do so instantly.

Panviva supports your scheduling system

Complexity and change challenge your team every day. Panviva's cloud knowledge management system allows real-time access to the information your employees need to do their jobs right. Panviva interacts with your current scheduling system and guide users to the process or procedure that they need to provide superior patient service.

How do we do it?

The Panviva platform uses a proven methodology with its cloud-based software to capture, optimize and manage knowledge for your employees. It sits on top of the systems you use every day and allows for real-time access, role-based distribution, and instant user feedback. Panviva captures content, information, and processes — optimizes workflow and tasks — and delivers unparalleled results to your entire organization.





Ready to Learn More?

Discover how Panviva will enable your team to improve service and eliminate employee frustration.

Panviva is a cloud knowledge management system used by organizations to access critical information and improve employee efficiency, contributing to increased revenue and productivity. Panviva combines a proven methodology with its cloud-based software ensuring employees are delivered the information they need, the moment they need it, to solve real business processes. For more information, visit www.panviva.com



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