

Better Communication Driving Richer Patient Experience at OhioHealth Grant Medical Center



Compass One Healthcare's exclusive partnership with Relay is improving staff communication and having a meaningful impact on patient care at Grant Hospital.

22K messages sent
since rollout

20% increase in target
timeliness goals

124 avg weekly
messages per device

The Opportunity

The Food and Nutrition team at OhioHealth Grant Medical center needed to get a more complete view of its people –including their locations relative to one another – so they could deliver patient meals more promptly and manage their overall operations more efficiently. Grant Medical Center chose Relay, the cloud platform for frontline teams, to help do that.

Relay provides enhanced visibility into
processes and frontline associate workflows.
Employees can easily connect in real time.

It's Gary, I'm stuck in elevator 5 it's not moving at all.
Now Tray 1

5:40pm
8 Main Elevator
Main - 8th floor

Okay Gary, hold on I'm gonna get somebody.
Smith

5:41pm
ED A Side
Main - 1st floor

Smith responded to Now Tray 1 after 5 seconds.

Gary, they're sending somebody up there now.
Smith

5:42pm
2 Main Elevator
Main - 2nd floor

Okay.
Now Tray 1

5:43pm
8 Main Elevator
Main - 8th floor

The Solution

According to Kym Pryor, Associate Director of Food and Nutrition, Grant Medical Center started using Relay devices – powerful digital-age radios – to give their team more cohesiveness and data that could drive improvements. Relay gives team members a better way to communicate and leaders more insight into operations. It's done without range issues or complicated system installs. Relay comes ready to deliver better connectivity and insights right out of the box.

Today, Grant's entire Food and Nutrition operation is running more smoothly. Teamwork and communication have improved while more meals are being delivered on time. Data collected on Relay devices is playing a key role as the team continues to make positive changes.

"Our team loves Relay. I like the fact that I know where everyone is. But it's more about 'Why aren't we on time? And if we started on time, why aren't we ending on time?' Also, if we're asking you to deliver trays in a time frame that isn't realistic, this will tell us."

- Kym Pryor, Associate Director of Food and Nutrition, Morrison Healthcare

Results

By analyzing Relay device data, Pryor and her team could see how increased communication among staff led to faster food delivery times for patients. With this in mind, they encouraged their team to use the devices more frequently to coordinate or ask for help. The Grant Medical Center team is now sending and sharing more than 3,000 voice messages per week.

Pryor and the team also saw that meal deliveries at dinner time were the least prompt and coincided with a

drop in evening messaging volume. Team leaders knew that encouraging more evening communication would improve dinner delivery times.

The Grant Medical Center team now has a clear, ongoing view of their entire operation's communication and location patterns. Meal delivery times are trending in the right direction.

Improved timeliness from **37%** to **53.4%**
within the 1st month of implementation

Relay at a Glance

- Real-time operational visibility: Allows teams to have situational awareness that enables them to quickly service client needs (e.g. nurse requests, staff dispatch) and proactively address workflow exceptions (e.g. food delivery is late, cleaning SLA is not being met).
- Streamlined communication: Seamlessly connects the team across a large hospital campus, providing immediate access to the people and resources they need most.
- Robust performance data for leaders and clients: Provides ground-truth reporting on key metrics that influence patient satisfaction scores (e.g. SLA compliance, timeliness of delivery, performance views by time period).

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Interested in Relay? Let us know!
Or call 1-877-427-6842 for sales/RFP related requests.