

Right Place, Right Time: Doctors Medical Center Using Relay to Increase Staff Efficiency



Compass One Healthcare's exclusive partnership with Relay is helping a team at Doctors Medical Center expedite cart delivery times and keep patients happy.

11% overall improvement
in timeliness to 94%

25% increase in timeliness
inside one unit
(from 65% to 90%)

The Opportunity

Doctors Medical Center in Modesto, California has been serving the Central Valley community since 1962. Today, the 461-bed multispecialty hospital employs more than 2,600 people and treats more than 100,000 patients annually. The team tasked with serving hot food to patients was under pressure to improve cart delivery times and patient satisfaction levels while helping staff be more efficient. Doctors Medical Center chose Relay, the cloud platform for frontline teams, to help them get better.

The Solution

Patient services manager Kathleen Bennett reports that before her team adopted Relay, they had no way of contacting team members unless they were in a nearby location. Because DMC Modesto is such a large hospital, this was especially troublesome. "We used to use cell phones, which didn't work in certain locations," she says. They turned to Relay for modern devices that would improve real-time communication.

The new Relay devices are helping the team become more efficient. The switch to Relay has driven an 11% improvement in overall timeliness, which now sits at an impressive 94%. Timeliness in one unit jumped from 65% to 90% after the team adopted Relay.

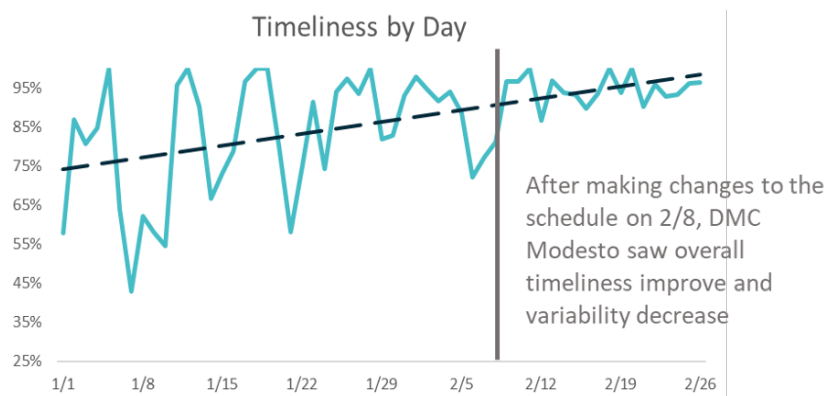
Bennett calls Relay a "game-changer" and praises the devices' location feature. "Using the app on my phone," she says, "I'm not only able to communicate but see who is where at any given time and then use that information to quickly respond to requests." The feature came in handy when Bennett had several new employees delivering carts to new areas. Instead of walking around the hospital hunting for carts as she'd always done, she used Relay to locate each delivery person and their cart in real time.

"The onboarding process was absolutely seamless from beginning to end. It was effortless because you guys helped us so much. If I was nervous, you calmed me down just by being helpful, by being open and by taking care of everything for me."

- Kathleen Bennett, Patient Services Manager, Doctors Medical Center of Modesto, Calif.

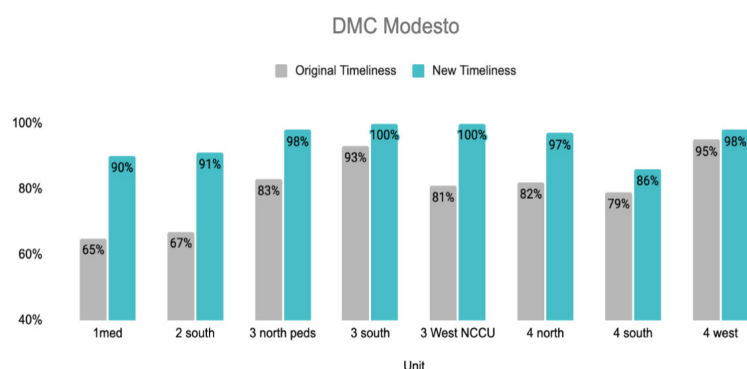
Results

While the Relay onboarding was "seamless," Bennett says some staff members were slow to embrace the actual adoption. "When they started seeing the benefits, they got on board. Now they realize, 'This thing is my best friend.'" Relay has also helped improve team dynamics, Bennett says, because team members who finish delivering or picking up carts early can use Relay to assist their colleagues. She is a big fan of device's broadcast feature, frequently using it to wish everyone a good morning or to pass along kudos from the nursing staff. This has boosted team morale, helping team members feel more valued and more connected.



Bennett stresses the importance of the two-way real-time communication provided by Relay devices. "It has not only had a significant impact on time, it has decreased the back and forth from the kitchen to the patients throughout the day. Thanks to Relay, the team at DMC now has deep insight into how they are performing, can confidently troubleshoot issues and can leverage data over time to continuously improve on key metrics like meal delivery timeliness.

Data collected by Relay devices will help the team continue to streamline their operation. "Timeliness data helps understand the ways in which we can put the right people in the right places."



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