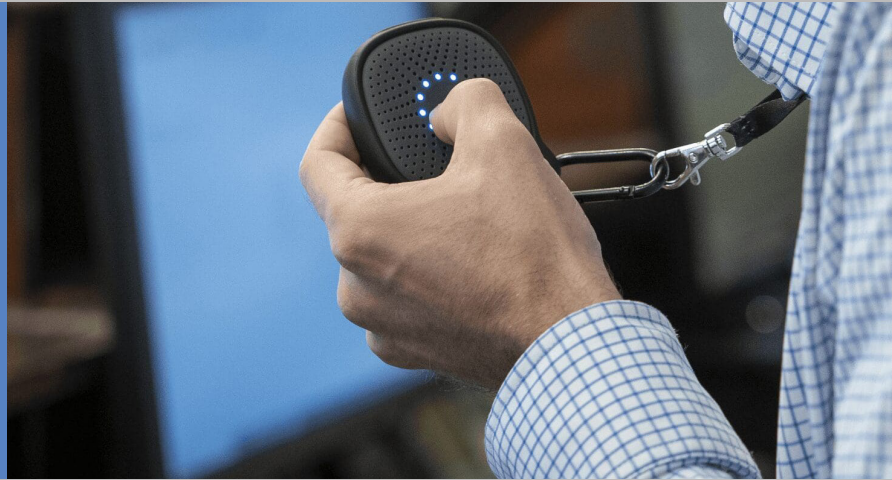


Boston Medical Center Teams Using Relay to Connect the Communications Dots



Compass One Healthcare's exclusive partnership with Relay is boosting efficiency and improving patient meal delivery processes at Boston Medical Center.

25% improvement in
timeliness for
changed units

19% overall
improvement in
timeliness

2,500+ messages sent
each week

The Opportunity

Boston Medical Center is the busiest hospital for trauma and emergency services in New England. Located in Boston's South End neighborhood, the 514-bed hospital provides care in more than 70 specialties and subspecialties. As BMC rolled out a new system for serving hot food to their patients, the team grew concerned that new workflows would stress their team's ability to deliver. Boston Medical Center chose Relay, the cloud platform for frontline teams, to help them manage it.

The Solution

As Associate Director of Clinical and Patient Services, Alexandra Hill-Paduano, MS, RD, LDN knew her team had to nail the communications piece if it was to deliver food to patients faster and more efficiently. They had previously used pagers but were well aware of the devices' limitations. They turned to Relay to provide modern devices that would improve the lines of communication between managers, staff on the floor and the culinary team in a more real-time way.

The new Relay devices helped the team adhere to their new workflows and become more time-efficient. For example, by immediately messaging the kitchen when certain foods ran out, they were able to give the culinary team a head start, reducing or eliminating wait times when they came to pick up the order.

"Without Relay, our shift to a new meal delivery system would not be as successful as it is. I can appreciate Relay quite a bit for that. We still have our challenges in ensuring we have correct food counts and everything. But were we not able to communicate like we do through Relay, we would definitely be struggling."

- Alexandra Hill-Paduano, MS, RD, LDN, Associate Director of Clinical and Patient Services, Boston Medical Center

Results

Hill-Paduano stresses the importance of seamless onboarding, with in-depth manager training and a responsive Relay staff that was quick to assist when asked. Simplicity of the devices played into the staff's willingness to give them a try. Nearly a year after implementation, staff members report feeling comfortable with the technology and are aware of the benefits: communicating better and getting what they need in real time.

Relay devices provide key insights about how the team is executing. Managers can now see when a team member will be arriving at a unit. That reliability and consistency in deliveries helps the nursing team manage their own workflows more efficiently. Hill-Paduano states that her

team can also troubleshoot issues that arise, and trace the reason for the delay---be it a culinary issue, a stock issue, or a staff shortage. The data is also useful when communicating out to other teams.

By tracking metrics with the data collected by Relay devices, her team has been able to significantly improve the timeliness of meal and medication delivery. They even pushed back communicated delivery times by 10 minutes based on the data.

19% improvement in unit
timeliness (Overall) for BMC

Relay at a Glance

- Real-time operational visibility: Provides teams with 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.
- Language translation: Helps teams rise above any language barriers. Relay devices support real-time translation for 30+ languages, ensuring that BMC's many Haitian Creole and Spanish speakers are able to understand requests and articulate their own needs in their native language.
- Robust data: Provides ground-truth reporting on key metrics that influence patient satisfaction scores (e.g. SLA compliance, timeliness of delivery). Also tells deeper, data-rooted stories around staffing shortages or gaps.

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