Improving Resident Therapy Transportation Scheduling for Muncy Valley Hospital Skilled Nursing Units

Overview
The objective of this project was to increase the efficiency in the system used for transporting the patients to physical therapy. The system is required to be efficient due to the fact that approximately 40% of the hospital's revenue is derived from insurance reimbursements on a minute by minute basis. To eliminate the waste in the system, time studies were performed to determine the root cause of the lateness of the transportations.

Objectives
- Determine solutions to eliminate late transportations to physical therapy.
- Implement a constantly updating physical therapy schedule.
- Redesign trip ticket system to allow for electronic filing and sharing.
- Eliminate communication issues by introducing two way radios to the hospital staff.

Approach
- Gather initial customer problem statement.
- Conduct time study at hospital to determine root cause of problems.
- Analyse results to determine causes (Communication issues and lack of up to date information).
- Determine solutions (two way radios for communication issues and electronically shared document for up to date schedules and trip tickets).
- Determine best model of two way radios and best layout of new electronic trip ticket system to fit the staff’s needs.
- Implement new system into hospital (Shared file and two way radios are currently implemented into the hospital system and are being used by the staff).

Outcomes
- Projected increase in SA productivity of approximately 50%.
- Full implementation of the new system into the Muncy Valley Hospital.
- Constantly updated therapy schedules are now available to the hospital staff.
- New electronic trip tickets now allow for previous data of patient status to be looked up as opposed to the old system in which the trip tickets were stored in bins with no particular filing method.