



medaptus

CASE STUDY

## Why Northwell Health's South Shore University Hospital Said Goodbye to the Manual Patient Assignment

Before the sun even comes up, Northwell South Shore University Hospital's nocturnists are working away creating the daily rounding list. Amidst seeing patients themselves and ensuring anyone who got admitted was getting taken care of, their other core responsibilities included manually putting together the daily rounding list for the daytime hospitalists. But here's the thing: there's only so much that a pen and paper, or an Excel spreadsheet, can do.

Creating the rounding list like this wasn't so simple. Two of South Shore University Hospital's doctors, who oversee this, Dr. Sharma and Dr. Rosenthal, had to deal with a lot of issues:

- A physician called in sick and the rounding list needed to be manually updated to reassign his/her patients
- The volume of patients coming in increased, as did the number of rounders and admitters, making the manual process unsustainable
- Nocturnists had to rush between seeing patients themselves and going back to their list-making duties
- Providers complained about having to round on patients in multiple buildings
- It was hard to keep track of where patients were especially as the week went on and patients were moving between departments

“As our census grew and the number of rounders and admitters grew, we outgrew our processes of manually assigning patients in the morning. We knew we had to get something that would help us in terms of efficiency and patient safety,” said Dr. Rosenthal, who is the lead nocturnist at Northwell.”

### What It Looks Like

Not only was the manual process taking up way too much of their time, Dr. Rosenthal and his team knew that looking into alternate ways to do rounding lists would help with key issues like patient safety and provider satisfaction. “You help us ensure continuity of care and that the right people get assigned to the right patients,” said Dr. Sharma, another nocturnist at Northwell. “When you're jumping from provider to provider, you may hurt the patient care that's provided.”



Hospital covers  
6 “Towers”



Average Census of  
185 patients



14 daily rounding  
Providers

They implemented medaptus' Assign software, which automates the patient rounding/distribution list process to ultimately improve continuity of care and patient safety; improve physician workload and reduce burnout; and help hospitals get real-time insights that help them improve the care they deliver. The end result?

*"With our old manual way, we had to type out all the admissions, figure out which provider was going to be going with which patient, based on what the end of day census was and if there were any secondary needs to consider (such as the patient needing to be discharged that day, or a family issue, or if they needed to stay with a certain provider),"* said Dr. Rosenthal.

*"After all the patients were assigned, that would get emailed to our logistics person who would make manual changes, then get that information in our EMR. But there's also a time lag when the email is sent and the patients are updated in the system, so nurses would have to call the doctors and try to figure out who needed to be seen by who."*



Keep better track  
of patients, and  
improve the  
workload



Preserve  
continuity of care  
and geography



Focus on patient  
care and improve  
the lives of  
hospitalists

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Now, Assign automates all that – making it happen faster, more efficiently, and allowing them to preserve considerations that they could never do manually, such as preserving continuity of care and geography.

*"It would be impossible to keep geography in mind, manually, without having an entire FTE do that all night long,"* said Dr. Rosenthal. *"It wouldn't be possible without an automated program. For example, we could start off one day of the week doing it all about geography, but then as the week goes on, it's hard to keep track manually of where patients are going."*

Now, Assign helps them not only keep better track of patients, but improve the workload of their physicians and ensure they're not running between multiple towers rounding on patients. *"The program is essential for us to be able to establish geographics. Now, physicians get to stay in one tower and that's helpful,"* said Dr. Sharma.

It alleviates the burden off the nocturnists so they can focus on patient care at night, and trickles down to improve the lives of hospitalists all day long. *"All of that takes maybe 10-15 minutes as opposed to three hours like before,"* said Dr. Rosenthal. *"Unanimously across all the hospitalists I've worked with, the smiles speak for themselves."*

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Medaptus creates innovative technology that enable healthcare organizations to focus on patient care. Recognized by KLAS as best-in-class for ten years, medaptus specializes in charge capture, revenue management and reconciliation tools, as well as patient assignment tools for physicians. Their solutions help hospitals and healthcare organizations increase revenue, improve productivity and efficiency, and get real-time insights into the success of their organizations.

Headquartered in Boston, medaptus solutions can be found in hospitals and healthcare settings across the entire country.