Hospital Use Case
MediTrac

There are few things as important as quality patient care.   Now, more than ever, medical facilities are under pressure to provide the best quality of service at the lowest cost. Administrators must manage the balance of keeping up to date with technology while ensuring the maximum life cycle out of their equipment. Underutilized, disrepair or missing medical equipment can result in huge monetary losses, not to mention time lost. Missing information (time lost to finding the right answers) is another way medical facilities accrue unnecessary losses. Effectively managing your valuable equipment and knowledge is essential to reducing costs and ensuring a positive ROI.

The Novo Suite of support products is effective in many environments—especially in medical facilities. Because of it's superior flexibility, one innovative customer used our software in some very creative ways. By setting custom rules, utilizing workflows, and implementing easy-to-create templates, this hospital system (of over 500 employees) brought robust request tracking into multiple departments across multiple facilities. We cannot tell you their name, but here is their story and how MediTrac evolved from their specialized needs. From now on we will refer to the use case hospital as "**SmartHosp**".

Managing hundreds of requests every week, the IT department needed to move from manual request tracking to an automated system. *"SmartHosp"* purchased a popular help desk tracking system, but unfortunately the new system which they thought would resolve problems only created a new problem in that it was complex and difficult to use. Frustrated it was not meeting their needs they abandoned it and sought a better solution.

Improved Request Tracking:

The Novo Request Tracking Software was implemented and right away the department began efficiently managing internal hospital IT requests. **IT Department** personnel were quickly able to create and manage ticket requests and route them to the appropriate team members for resolution. Within days the staff was using the system to create and manage tickets as well as run reports.

Shared Services Across Departments:

With the success of the request tracking, the IT Director championed use of the application into other areas to streamline essential processes. Here are some ways the software is being used across multiple departments in multiple locations:

Facilities Management:

After six month of use in the IT Department the **Facilities Management Department** took notice. On observing the effectiveness in the IT department, additional licenses were purchased for the Facilities Department to use for their request tracking operations as well as project tracking. The Facilities Department alone manages approximately 100 requests per day. What's best is the hospital is saving money by using a single system, since multiple departments are sharing a single application. Permission controls ensure each department sees only their own information so data is kept secure.

Human Resources:

Recently the hospital's **Human Resource Department** had an issue and needed the ability to track employee illness for regulatory compliance. When the IT department was approached to suggest a tool they were able to advise HR that a competent system was already in place in the hospital. A call was made to Novo, additional licenses were purchased, new templates made and immediately Human Resources began using the Novo system.

Lodging Reservations:

When "*SmartHosp*" opened a lodge to house visiting doctors they needed a system to track and manage reservations. By simply utilizing the built in rules, calendaring and template features the Novo software was quickly turned into an online **Lodging Reservations** System. Guests can go the end user portal and make their room requests. From there staff approves the request based upon availability. Rooms are scheduled in the system and the guest automatically gets a request confirmation email update. After the 'stay' housekeeping gets a request order to clean the room, the room goes back into the system and the loop is closed.

Housekeeping:

Excellence in housekeeping is essential in any medical facility. "*SmartHosp*", like other hospitals, used a paging system to alert housekeeping staff of services needed. Pages were sometimes overlooked because they were not heard and initiators did not know the status of their request. Now when there is an urgent request for a spill, or even a common request to pick up a shred bin, the **Housekeeping Department** gets a request and can manage the task within the system. For more complex housekeeping tasks such as furniture moves, tickets can be added to include other team members who need to assist and timelines are set to correspond with the nature of the tasks.

Success:

Being able to have a single solution that is able to be used across departments is improving operations while saving the hospital money.

The IT department states, *"We love the reporting! None of the other systems we looked at could pull the custom reporting that Novo does. It is twenty times better than anything else we looked at. We also make great use of the rules and templates. They allow us the flexibility to automate the specialized tasks needed for each department."*

To date it has been used over three years in this hospital, and the administrators are continually adding additional licenses and rolling it rolling it out into different areas.

MediTrac is Born:

Building on this hospital's success, Novo consulted with the IT Director to customize the application and make it available for other medical facilities.   This new software application is named "MediTrac".

While MediTrac will not replace your Electronic Medical Record or financial software, it will manage all of your internal request tracking and nicely fill in the gaps left behind from other software.

NOVO SOLUTIONS

www.novosolutions.com

516 S. Independence Blvd. Suite 205 , Virginia Beach, VA 23452
Email: sales@novosolutions.com
Phone: 757.687.6590
Toll Free: 888.316.4559
UK: 020 7669 4008 (London)