

Client Success Story

Halifax Health

Summit Scripting Toolkit; Streamlining Workflow and Task Automation



Halifax Health

PROFILE

Located in Daytona Beach Florida, Halifax Health has been a leading healthcare provider for 90 years and voted the number one most preferred hospital by the National Research Corporation for the last 23 consecutive years. The organization has over 1,000 nurses and 500 physicians representing 54 sub-specialities throughout their hospital system and Level II Trauma Center. Their state-of-the-art Emergency Department is the largest in Florida, and they have the area's only Obstetric Emergency Department. They were recently recognized by *U.S. News & World Report's* List of "Best Hospitals".

CLIENT

Halifax Health
Daytona Beach, FL

CHALLENGE

The need to automate time-consuming tasks and eliminate manual processes while saving time and money.

SOLUTION

The Summit Scripting Toolkit enabled the hospital to automate countless manual tasks across the hospital enterprise.

RESULT

FTE's are saving approx. 37 hours/day. With an estimated hourly rate of \$14/hour, that's the equivalent of \$188,000 per year saved on salaries alone.

With 680 beds, 83,303 cancer treatments, 17,000 surgeries performed, and 116,850 emergency visits, the amount of data generated at the facility is considerable, as physicians work on a daily basis to care for a large volume of patients in an efficient manner. They operate MEDITECH as their primary healthcare information system and integrate with numerous third party systems.

CHALLENGE

Halifax Health had gotten to the point where their scripting technology was more work than it was helpful. They found themselves dealing with operational inefficiencies, as many of their employees had to spend significant amounts of time entering data and performing other tedious tasks that tended to be both time-consuming and mundane. At the same time, the issue of typing errors when inputting data and content manually created significant problems, as errors in the patient record system could pose a serious risk to care.

The Hospital also realized the costs associated with time and money spent on FTE's performing these redundant, manual tasks. Halifax Health's goal was to find a cost-effective solution to replace their current technology, while maximizing their resources, boosting productivity, and freeing-up the staff's workloads in order to focus on higher priority tasks.



SOLUTION

Halifax Health chose the Summit Scripting Toolkit (SST) to automate manual workflow processes and data entry tasks. Since implementing SST in 2015, Halifax Health runs about 45 scheduled scripts daily, automating tasks ranging from patient and financial records, to management of general financial and administrative processes. They've implemented another 10 on-demand scripts to run on an as-needed basis. The Summit Scripting Toolkit allows users of every level of experience to build full-featured scripts to solve simple to complex problems with a user-friendly workflow process.

The hospital has also implemented a script to act as an interface. APR Lab Results run daily, entering discrete lab results.

Since its initial deployment, the organization maintains a significant number of day-to-day processes that are scripted on an ongoing basis. With this level of scripting in place, the facility has been able to apply scripting to a number of key departments, and also implement the technology for a variety of purposes. The hospital has used scripting in an effort to run reports on a scheduled basis, schedule auto-reboots and log ins, create new user accounts, deactivate accounts, and register patients in TEST for nursing training.

They are able to manage and monitor all of their scripts through a "Daily Script Report" sent by e-mail.

"Since we implemented the Summit Scripting Toolkit in 2015, the Summit Healthcare team has gone above and beyond for us to ensure we are getting the most out of this technology. We truly look forward to a long partnership between our organizations."

- Tom Stafford, VP & CIO at Halifax Health

RESULTS

The Summit Scripting Toolkit has completely revolutionized operations in the facility, allowing for more efficient and effective care through better data maintenance. The ease of use and workflow improvements offered by the healthcare scripting system has paid dividends on the hospital's bottom line.

The value added and Return on Investment was almost immediate after fully implementing the Summit Scripting Toolkit. FTE's are saving approx. 37 hours/day. With an estimated hourly rate of \$14/hour, that's the equivalent of just over \$188,000 per year saved on salaries alone.

In addition, all enhancements are included in the Summit Scripting Toolkit software, and it has a perpetual licensing model, therefore, there are no additional costs per year as it relates to licensing fees.

Money is not the only area where resources were preserved through the scripting solution. Employees experienced a major reduction in the hours devoted to performing data entry tasks and were able to free up their workloads to focus on more important projects.

SUMMIT HEALTHCARE

Summit Healthcare is the choice of hospitals and providers who want to take full control of their healthcare systems integration and information management requirements. Since 1999, we have worked to provide the industry with the most flexible integration technology with complementing tailored services and solutions.

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