Patient Self Service Case Study

The Customer

St. James's Hospital is the largest acute general hospital in the Republic of Ireland and is an academic teaching hospital for Trinity College. With 1,020 beds, a staff of 3,500 and almost 350,000 patients treated each year as Inpatients, Outpatients, Day-care and in the Emergency department, St James's is one the busiest acute hospitals in the country. St. James's has also been selected as the location for the new National Children's Hospital.

The Challenge

In addition to Patient Self Service Check-in, the new system was required to reduce patient queues and improve patient experience. St. James's also required the new system to allow patients to update their contact details, review demographic information and confirm their next of kin. Patients can also participate in structured surveys designed and managed by hospital staff.

Patient Self Service was identified as a key initiative to help with St. James's strategic goals:-

- ✓ Deliver the highest standards of patient care and safety

- ✓ Streamline care pathways for the benefit of patients

- ✓ Improve Patient Experience

- ✓ Drive efficiency through innovation

Key Highlights

- ✓ **The Challenge**
  - Improve patient experience
  - Improve patient demographic updates
  - Operational savings

- ✓ **The Solution**
  - Jayex Enlighten Self Service Platform
  - Jayex Kiosks
  - Jayex Web Media
  - Jayex & Grapevine Services

The Result

- ✓ Shorter check-in times and staff capacity released to better assist patients

- ✓ Improvement of clinic flows & efficiency, reducing clinic waiting times and facilitating smart deployment of Clinical and Administration staff

- ✓ Improved accuracy of demographic data

- ✓ Improved Patient information before appointment, during waiting time and after attendance

Self Service Kiosk

The Solution

Enlighten is the next generation end to end multi-channel (Kiosk, Web and Mobile) patient engagement platform. The platform comprises of a number of modules such as the pre-registration portal, check-in kiosks, patient calling, patient flow processing, checkout, way finding & surveys.

The first phase of the deployment consisted of kiosk based patient check-in, flow management, media manager and patient calling modules.

Patients can now self-check-in and follow instructions to waiting areas - watch healthcare promotional media and specific clinic information – see and hear when they have been called for their appointment.

Staff say that being able to view clinic appointment information from their work area, via Enlighten, has greatly reduced the number of calls to reception to pass messages and with patient tracking, staff can locate patients at all times.

Clinic flow can be closely monitored and it is so simple to see the location of patient in a busy clinic.

Patients have quickly taken to the new way of working and the rate of adoption has exceeded St. James's expectations.

There has been a significant improvement in patient experience as a direct result of this initiative.

Sharon Slattery, Assistant Director of Nursing and Project Lead...

"There has been great acceptance of the system by both patients & staff within SJH. This system allows patients to check in for their appointment and review & update their demographic details. The media screens allow for both health promotional material to be displayed & allows staff to communicate clinic messages with patients in 'real time'. Improved clinic flow has resulted in increased efficiencies of staff time."

Future plans include the continued roll-out of the system to other ambulatory care services, expanding the use of this technology to enable the hospital to interact with patients where and when they choose, and the provision of additional module for walk-in clinics.

Enlighten Self Service System

Terry Byrne, MD of Grapevine Solutions...

"One of the key factors that made the project a success was the close working relationship that Grapevine & Jayex had from day one with administration, clinical & IT staff in the hospital ensuring an efficient & smooth implementation of the new system."

The Solution Benefits

✓ **Patient Empowerment**: Patients feel more involved, informed and important before, during and after the outpatient clinic.

✓ **Operational Savings**: Release of reception staff time to better support patients.

✓ **Clinic Management**: Improved communication within busy departments and across a large site.

✓ **Reporting**: Valuable audit and reporting tool

Nick Fernando, MD, Jayex Technology...

"We are excited about this partnership with St James's Hospital in Dublin. It brings the power of the Jayex Enlighten platform to the largest acute general hospital in Ireland giving patients and staff alike the benefit of the highest standard of patient care through efficiency gains and enhancing the overall patient experience."

Why Grapevine Solutions & Jayex

Located in Dublin, **Grapevine Solutions** have been providing high quality, cost-effective solutions & services to the Irish Healthcare sector since 1996.

Established in 1978, **Jayex** is a pioneer in the field of programmable display technology with over 23,000 customers worldwide in all business market sectors.

The full Enlighten product range includes:- Touch Screen Self Check-in Kiosks, Patient Call Displays, LCD Digital Signage, Queue Management Systems and LED displays.