



## Case Study

# St. Vincent's Healthcare Group

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## St. Vincent's University Hospital reduce DNA rates by over 50% and achieve massive cost savings.

### Business Problem

In 2009, St. Vincent's University Hospital appointed Grapevine Solutions to implement a new communication system that would allow the hospital to contact patients and staff quickly, efficiently & more cost effectively compared to traditional methods.

An implementation team from the ICT, ADCC & Clinical Services departments were tasked to address the problem of patient's who do not attend (DNA) their appointments.

Patients who do not attend cost the HSE millions of euro each year through wastage of resources.

St. Vincent's University Hospital key objectives were:-

- **Reduce patient DNA rates & costs**
- **Improve communication with patients**
- **Integrate with other hospital systems**
- **Provide a secure, easy to use system**
- **Cater for staff notifications & alerts**

### Solution

St. Vincent's chose Grapevine's Advanced Messaging Solution to send automated appointment reminders via text message (SMS) & also receive texts from patients.

After a 3-month pilot project in 2009 provided immediate reductions in DNA rates, the system was integrated with the hospital's Patient Administration & Radiology systems so that patients are automatically sent a reminder 2, 5 or 10 days in advance of their appointments.

Patients can also send texts to cancel or reschedule their appointments, which allows staff reallocate the cancelled appointment and reduce waiting lists.

The hospital also use Defero to communicate with staff for daily roster & training notifications and has also been incorporated into the hospital's emergency response plan to swiftly contact staff in emergency situations.

### Benefits

- **DNA rates reduced by over 50%**
- **Savings of €1m per year since 2010**
- **Waiting lists reduced**
- **Improved patient services**
- **Communication costs reduced**

### Implementation Team included:-

Glenn Murphy ADCC Manager, Lloyd Felton ICT Services, Cecily Dawson Clinical Administration Services Manager & Breege Screene ADCC Clinical Nurse Manager.

"Since we introduced Defero our DNA rate has decreased by over 50% allowing us to see 52,000 more patients who potentially may have DNA'd their scheduled appointment, generating savings of over €4m since 2010. Patients can now cancel & reschedule appointments by text allowing staff to manage 2-way text communication with ease & reduce the volume of calls to the department." **Glenn Murphy – ADCC Manager**

### About St. Vincent's Healthcare Group

St Vincent's Healthcare Group, provides acute general medical care serving the South East region of Dublin and surrounding areas.

### About Grapevine Solutions

Grapevine Solutions provide IT solutions & services to clients in the public sector, finance, and healthcare.