



## Case Study – St. Vincent’s Healthcare Group

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### St. Vincent’s University Hospital reduces their number of Patient Did Not Attend (DNA’s) with Grapevine Solutions Defero Appointment Reminders

#### Business Problem

St. Vincent’s University Hospital like a lot of other hospitals in Ireland has a high rate of patients who do not attend (DNA) their scheduled appointments.

DNA’s are a huge financial cost to the hospital. They also tie up staff, equipment and hospital resources as well as impact on patient waiting lists.

The hospital needed a cost-effective & streamlined process to communicate appointment reminders to their patients across all clinics in the group.

The hospitals key objectives were: -

- Reduce their DNA rates
- Integrate with Hospital Systems
- Improve communication with both patients and staff
- Reduce costs associated with each DNA
- Provide a secure, easy to use system that adhered to Data Protection Laws

Dermot Cullinan - Director of ICT “Here in St. Vincent’s we wanted a communication system that would allow us to contact patients and staff quickly, effectively, discreetly and more cost effectively compared to traditional methods.”

Martina Corcoran – ICT Project Manager “My role was to manage the application integration while ensuring that it met with hospital requirements”

#### Solution

St. Vincent’s chose Grapevine’s Defero Advance Notification System to send automated appointment reminders via SMS text messages to patients for their upcoming appointments.

A 3-month pilot project was undertaken with 2 clinics within the hospital. To help determine the optimal time to remind patients of their appointments, text reminders were sent to patients 5 days and 10 days

prior to their appointments. A dedicated answering service was provided for patients to either cancel or re-schedule their appointments. Cancelled appointments were then re-scheduled and the vacant appointment time was allocated to another patient.

Defero was also integrated with the Hospitals existing Patient Administration System so that appointment reminders could be sent out automatically each day.

Other Clinics who had a requirement to send ad-hoc appointment reminders were catered for using the Defero intuitive web interface.

Future plans include using Defero throughout the hospital for staff notifications such as contacting nursing staff that are on call, staff that are required in emergency situations.

#### Benefits

- Reduced DNA rate
- Reduces costs associated with each DNA
- Reminders are sent directly to the patients.
- Saves the clinics time managing patients with upcoming appointments
- Improves level of patient service & care
- Can be used for other types of notifications

#### About St. Vincent’s Healthcare Group

St Vincent’s Healthcare Group, (incorporating St Vincent’s University Hospital, St Vincent’s Private Hospital and St Michael’s Hospital) provides acute general medical care serving the South East region of Dublin and surrounding areas.

#### About Grapevine Solutions

Grapevine Solutions provides software solutions to clients in the public sector, finance, telecoms and healthcare.