



Case Study

Beacon Health – Memorial Hospital

Improving Transport Success and Building Departmental Relationships.

Challenge

The centralized patient transport department at Memorial Hospital in South Bend, Indiana, struggled with staffing shortages that caused delays and frustration across departments. The team was frequently overwhelmed by item transport requests, which were often prioritized over patient transports. This led to slower job completion times and strained relationships with internal departments. Focusing on targeted interventions, the transport department worked to improve service levels and restore confidence among their internal teams.

Solution

Transport leadership focuses on continuous performance improvement to support and improve their partnerships with department teams. This includes:

- Leveraging TeleTracking's data and analytics solution to deliver reports and dashboards
- Utilizing data to continuously act on and adjust workflow when needed
- Implementing consistent feedback sessions with other departments, sharing transport performance metrics, and determining the next goal together
- Staffing to demand by hour of day to maintain level of service at peak times
- Leaders providing real time feedback and increasing staff accountability
- Optimizing the algorithm of TeleTracking's transport solution and adjusting:
 - Transporter proximity to the next job
 - Department priorities
 - Decreasing item transports to a lower priority job

Results

Over the past 3 years, the transport department has achieved:

- Increased customer satisfaction with internal departments
- Improved staff morale and satisfaction

3 jobs

per hour maintained by transporters

34%

increase in number of transport jobs completed while maintaining top level performance

46%

reduction in transport job requests "rejected", increasing job acceptance by first available transporter

Lessons Learned

from the Beacon Health Transport Leadership Team



A continuous improvement mindset allows you to sustain performance throughout challenging circumstances.



Don't be afraid to ask the question – how can we be a better partner?



The data is so important; leverage it to build and improve your relationships with the departments you serve.



Employee recognition and celebrating the wins goes a long way for morale.

Beacon Health Overview

Headquartered in South Bend, Indiana, Beacon Health System is a locally owned, not-for-profit health system with medical teams and hospitals caring for neighbors in Indiana and Michigan. Beacon includes 7 hospitals: Beacon Children's Hospital, Beacon Granger Hospital, Community Hospital of Bremen, Elkhart General Hospital, Epworth Hospital, Three Rivers Hospital, and Memorial Hospital of South Bend.

Operational Platform: TeleTracking

EMR: Cerner

Total Acute Beds: 388 at Memorial Hospital

TeleTracking Partner Since: 2016

Contact Us

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Memorial Hospital Transport Team