

# Saving Time With Automated and Optimized Scheduling Software



## Organization

Tower Health;  
Reading Hospital, ED

## Location

West Reading, PA

## Implemented Solution

Lightning Bolt

Reading Hospital, the front runner of Tower Health, is a Level 1 Trauma Center, Magnet Recognized, Certified Chest Pain Center, Advanced Primary Stroke Center, and has received the Highmark Quality Blue Award for reducing the time between arrival and discharge.

Reading Hospital's Emergency Department is the gateway for patients who are seeking medical treatment. The Emergency Department at Reading consists of a multispecialty support team offering care for trauma, illness, acute care, and injury, among numerous other emergency conditions.

## Challenges

Previous scheduling software was unable to optimize and with the ever growing complexity in their scheduling requirements, along with the increasing need for changes and versatility, this was costing more time, money, and resources for dissatisfied providers. Providers found the interface to be cumbersome and not user friendly, therefore difficult to submit time off requests and swap shifts. The software could not handle the complexity of the ED and schedules were manually being created prior to being entered into the scheduling system.



**80**  
Providers



**213+**  
Scheduling  
Rules



**1000+**  
Requests Per  
Month

“I have nothing but good things to say about Provider Scheduling powered by Lightning Bolt. It saves me countless hours by creating the schedule and allowing providers to manage their requests. The system is absolutely fantastic.”

—Dr. Brian Lahmann

Chair, Department of Emergency Medicine

## Solution

In 2016, Reading Health’s ED transitioned to Provider Scheduling powered by Lightning Bolt after observing the success of deployment in the Hospitalist Group. After implementation in the ED, positive outcomes were quickly recognized.

## Results

### Time Savings

Ability to auto-generate an accurate, complex, optimized schedule - accommodating individual preferences. This reduced the need for manual adjustments post schedule creation.

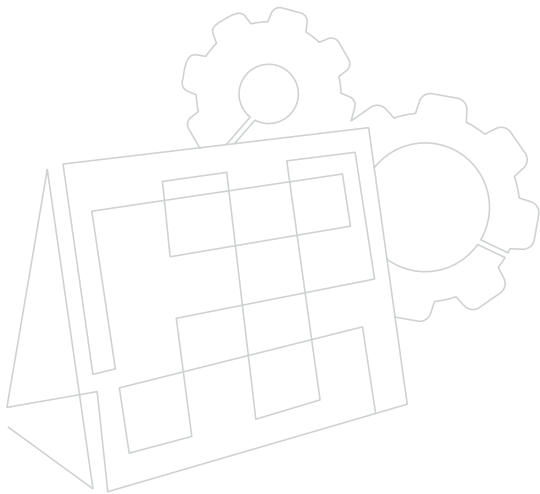
### Autonomy

Providers are empowered to manage their requests directly within the software system—dynamically updating schedules.

### Work/Life Balance

1000+ time off requests and individual preferences taken into consideration each month pre-schedule creation, helping balance work and life to improve provider wellness.

 **Provider Satisfaction**



## About PerfectServe

**PerfectServe** accelerates speed to care by optimizing provider schedules, streamlining clinical communication, and engaging patients and their families in the care experience. Our cloud-based software simplifies complex clinical workflows and schedules with secure and timely communication by dynamically routing messages to the right person at the right time. We drive more efficient care collaboration in all settings to improve patient outcomes and bring joy back to caregivers. PerfectServe has 25 years of experience and is a trusted partner to more than 500 hospitals and 30,000 medical practices.



**To learn more or schedule a demo, please contact us:**

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