

### THE HOSPITAL

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Palomar Health was built on a foundation to heal, comfort, and promote health in the communities they serve. Palomar does so by serving the districts' 850 square miles along with a trauma center which covers 22,000 square miles of two communities: South Riverside and North San Diego. There are 3 hospitals within the health system, as well as wound care, ambulatory care, surgery, skilled nursing, behavioral health, and home care services.

### THE CHALLENGE

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At Palomar Health, requests for items from Catering, EVS, Facilities, Food Services, etc., were handled in a disjointed manner. Often requests were misplaced or delayed because a centralized system was lacking. This prompted Palomar to begin the search for a centralized method with which to collect requests either through a call center or through a virtual service response program. Palomar cast a wide net to compare software applications and to analyze a software-based approach versus a staffed call center. Upon researching a number of vendors, Sentact was selected as the vendor of choice along with its automated solution, **SentactOnDemand**. Palomar selected Sentact because they felt that Sentact, as a vendor, could provide both personalized attention, as well as industry expertise to their healthcare organization.

### THE SENTACT APPROACH

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Once the decision was made to go to a virtual service response program, Palomar Health was uncertain as to how to start the process. They relied on Sentact to provide the industry knowledge to guide the Palomar team through the implementation and go-live process. Sentact met with each of the departments to determine not only the workflow but the type of requests, the drop-down options etc., In addition, Sentact worked with the Information Systems Department to help ensure that the transition from disparate systems to one central system went well and that there were no bumps or hitches in the process. Sentact trainers ensured adoption was embraced and users felt the system was efficient and not burdensome.

The Sentact Support Services Solution is also a tremendous help to nurses who now have one method for submitting all requests. The powerful search engine enables nurses to order multiple services with just a few clicks, and real-time status updates create seamless communication. Delays are automatically escalated and notifications are electronically distributed to ensure that quality standards are being met.



*"The beauty of Sentact is that we have been able to automate our processes along with the ability to track and escalate if necessary. The gaps are filled with one application allowing us to have full visibility into our support services and rounding efforts."*

Dan Farrow  
Assistant Vice President, Hospitality & Facilities  
Palomar Health

## THE RESULTS

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The goal for Palomar was to eliminate the disparate systems and centralize the request process. With a centralized process, Palomar envisioned an efficient system that would ensure requests were no longer delayed or lost. Using that goal as a measure, the Sentact implementation was a tremendous success. Once live, requests were being completed and responded to quickly and efficiently. In a six-month period, Palomar has been able to capture over 13,000 requests in Facilities and over 12,000 in Housekeeping. Prior to Sentact, Palomar was only able to track 5% of requests and lost requests were often not identified until well after they had been placed. With Sentact 100% of requests are tracked from inception to completion, automatically.

## THE FUTURE

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During the past few years, Palomar has begun to expand its use of Sentact's Solutions. In addition to Sentact**OnDemand**, they now use Sentact**Rounding**. Palomar is using Sentact**Rounding** for Environment of Care Rounds. They have cited Sentact**Rounding**'s workflow engine that dispatches deficiencies to the appropriate department or individual as being particularly helpful. SentactRounding for EOC has been so successful that Palomar Health is expanding its use to Patient Satisfaction, Inpatient Rounding, and Discharge Calls allowing for a complete picture and centralized reporting.