Solution
Hired to operate Atlanta Medical Center’s Patient Transport Department, Towne Health prepared and executed a detailed plan to centralize the department, manage labor, and maximize the capability of the hospital’s bed-tracking software. Towne Health focused on key metrics to measure department improvements, including average transport time, unit productivity, transporter productivity, and average transports per day.

Results
The turnaround that the Patient Transport Department realized was dramatic. Within months of implementation, Towne Health increased the number of monthly transports from roughly 3,000 per month to more than 4,500, while reducing the average transport time from over 40 minutes to 17 minutes. Additionally, the number of employees within the department was reduced from 43 Full-Time Equivalents (FTEs) to 18. This 58% reduction in payroll resulted in significant cost savings for the hospital.

“Our team at Atlanta Medical Center has focused on improving key service and operational metrics since day one,” says Frank Pikus, Towne Health’s President. “We are very proud of our contribution in helping Atlanta Medical Center reach its goal of joining Tenet Healthcare’s Top 10 Hospitals list.”

Additionally, improvements to the department went beyond reducing staffing levels and increasing utilization. Atlanta Medical Center also witnessed an increased focus on departmental training, closer monitoring of transport equipment, improved appearance standards, and a renewed approach to patient satisfaction.

“The level of service Towne Health provides is indispensable. Their ability to hit their goals and focus on continuous improvement has resulted in our Patient Transport Department becoming one of the top-performing departments at Atlanta Medical Center. The efficiencies that we have realized have had a positive effect on our patient experience and have ultimately saved Atlanta Medical Center money.”

– ROBERT RUSSELL, FORMER CHIEF OPERATING OFFICER AT ATLANTA MEDICAL CENTER