



Unity Health System Patient Service Center Plan

Business Situation

Unity Health System required technical and project management assistance to develop a world-class, 24x7, nurse triage center. Benefits to be attained included:

- Improve patient care, communication with physicians, and overall patient satisfaction
- Decrease in missed patient appointments
- Increase revenues due to easier access to physicians and associated appointment scheduling
- Improved services such as patient access to test results and education
- Improved physician/office satisfaction

Action

- Provided project management for development of vision and tactical implementation planning
- Identified services required including medical assessment and triage, medicine and prescription authorization, emergency handling, and how physicians would interface when needed
- Chaired various project teams throughout the system
- Stakeholder surveys completed
- Budget estimates and location for center determined
- Technology requirements determined including IT integration within existing and/or developing Unity systems
- Determined measurement tools
- Developed strategic partnership relationships

Results

Plan was completed on schedule, within budget, and with all deliverables completed satisfactorily. Due to other Unity Health priorities at the time, implementation was postponed.