



## Meeting Shift Notification Requirements University of Maryland Charles Regional Medical Center

### THE CLIENT

University of Maryland Charles Regional Medical Center, an affiliate of the University of Maryland Medical System (UMMS) is a regional, not-for-profit, integrated health system serving Charles County and the surrounding areas of southern Maryland. They endlessly strive to maintain an excellent record of quality care and patient safety; to provide consistent, highly responsive emergency services; to create and maintain a highly skilled workforce and excellent physician partners; and to generate financial health to facilitate re-investment in their facility and community.

### THE SITUATION

An incredible amount of time was spent making individual phone calls to cover a shift opening. Human Resources Analyst, Barbara Long shares, “We had a spreadsheet with everyone’s phone numbers listed. The nursing supervisors would go down the list, making calls one-by-one until they reached someone who was interested in covering the shift.” In order to address potential grievances by their union staff, it is essential that the hospital has a fair and consistent process in place to notify nurses of available shifts.

### THE SOLUTION

After a hospital administrator researched possible solutions, One Call Now’s mass-messaging system was deployed early in 2009. The Human Resources department provided their staff with instructions on how to use the system. Now a message is recorded and sent immediately to everyone on their list. Barbara says, “It’s working quite well. The staff is very happy with the system. They find it very easy to pick up the phone, record a message and send it out each time a shift is available.”

The Human Resources department monitors the list, and with One Call Now’s system, each staff member has the opportunity to list up to six phone numbers for contact.

### THE RESULT

“The people who respond and want to fill shifts love the system. They like getting the call when there’s a shift available,” Barbara shares. With the reassurance that calls are going out automatically through One Call Now messaging system, the nursing supervisors are now free to focus on patient care.

*Continued*

**“It’s a good way to make one phone call instead of calling twenty people just to find one person to fill a shift.”**

*BARBARA LONG, HUMAN RESOURCES ANALYST*

### INDUSTRY

*Healthcare*

### SCOPE/GEOGRAPHY

*Charles County and Southern Maryland*

### PROBLEM

*Nursing supervisors made individual phone calls to fill shifts*

### PAYBACK

*Time saved and union staff notification requirements fulfilled*

### REPLACED

*Individual phone calls*



## CLIENT CASE STUDIES *continued*

While the main reason the University of Maryland Charles Regional Medical Center started using the system initially was to fill available shifts, they also instituted the Sub-Group feature for emergency communication in the event that there was a disaster. This feature gives them the ability to notify only key responsible people to report and staff the control center.

The results from each call are documented and available within minutes of the message going out. Reports confirm successful contacts and explain unsuccessful attempts (no answer, line busy, disconnected). Barbara continues, "The records are important. I've pulled records before to show the number of people we reach and the level of response. It's helpful that the reporting system allows us to verify calls were made when a staff member reports they didn't get a call. We can show them the call report that confirms their number was indeed called." She adds, "I love that it also shows how the call was answered (live or machine). The reports can be very, very beneficial especially if a grievance is ever filed. We would have the records to prove that we did make the phone calls and the staff was reached. In addition, shifts are being filled so we can focus on our number one priority: ensuring we provide the best care possible to our patients. It's working really well for our needs."

***For the University of Maryland Charles Regional Medical Center and other healthcare providers, One Call Now offers solutions to a variety of communication needs in both routine and emergency situations.***

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*20131220-182162-BUCN-LARG*

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