

# Noble Hospital

WESTFIELD, MA

## \$328,574

AWARD EXPENDED

Prior to CHART Phase 1 implementation, Noble Hospital scheduling staff relied on a number of disconnected tools to schedule patient appointments (e.g., operating room, MRI, room scheduling, etc.) in the inpatient setting. The lack of sufficient technical infrastructure contributed to substantial scheduling errors and inefficiencies. Noble Hospital adopted a universal scheduling system and Central Scheduling Hub for all departments across the hospital. The new system enabled staff to eliminate the use of Microsoft Outlook Calendars, Excel spreadsheets, and paper systems for scheduling purposes.

### CAPABILITY AND CAPACITY BUILDING

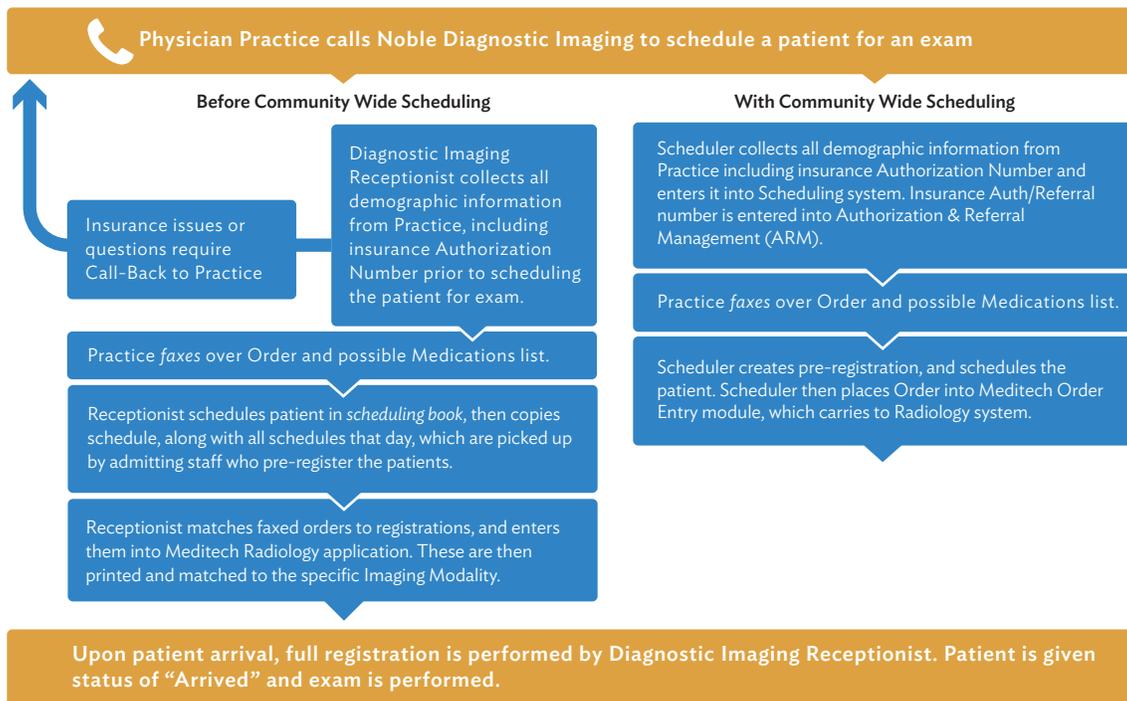
## 10

MINUTES LESS TIME ON AVERAGE TO SCHEDULE A PATIENT FOR AN MRI.

The goal of the Central Scheduling Hub was to streamline the scheduling process throughout the hospital, allowing a more efficient workflow and ultimately improving patients' experiences of care.

Noble Hospital decreased the time to schedule an MRI appointment from an average of 17 minutes per patient to an average of seven minutes.

#### Scheduling system workflows



#### CHART PHASE 2 AWARD

Shifting to activities to reduce a different type of waste — overutilization — Noble Hospital received a CHART Phase 2 award to reduce readmissions and emergency department revisits for high risk patients. Noble will implement a high risk care team coordinated closely with community providers, in particular focused on behavioral health care.