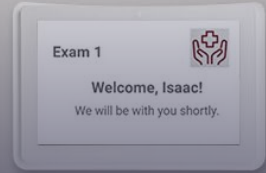




Improving Safety and Satisfaction with Self-Rooming



Challenge

As the worst of the COVID-19 pandemic subsided, Grace Health, a Federally Qualified Health Center (FQHC) in Battle Creek, Michigan, needed a way to make patients feel safe to return for care and improve operational efficiency. Leadership identified four primary obstacles:

1. Long patient wait times frustrated patients and staff
2. Manual patient movement increased front desk workload
3. Difficulty locating staff and equipment delayed care
4. Exposure concerns made self-rooming a critical priority

Solution

Grace Health implemented a Stat powered self-rooming system to minimize exposure, streamline operations, reduce wait times, and enhance the patient experience:

1. Real-time self-rooming through Stat tablets
2. Automated notifications and custom workflows for staff coordination
3. EMR integration to identify outstanding care gaps
4. Clinic-wide rollout across 149 exam rooms and 4 monitoring stations

Stat enabled Grace Health to modernize patient flow, boost staff efficiency, and improve the overall care experience. The system reduced patient wait times, cut staff search time, and created a high-tech, VIP experience through real-time, personalized rooming.

At-a-Glance

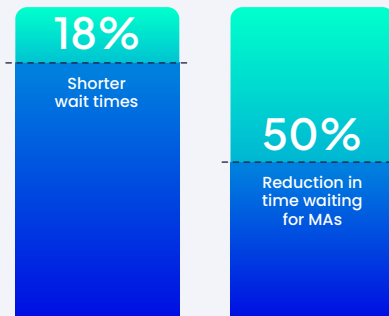
LOCATION

Battle Creek, MI

WEBSITE

gracehealthmi.org

VIP Treatment for Patients



“We get great comments on our patient satisfaction surveys. People feel like they get VIP treatment. It shows patients that we are a high-quality, high-tech, cutting-edge practice.”

SONJA ELDER

VP and Chief Information Officer

Reimagine Patient Flow, Stat.

Schedule a Demo

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