



# PE Tours & Work Orders Case Study

## Background

Johns Hopkins is an \$8.9 billion integrated global health enterprise. It is one of the leading health care systems in the United States. Johns Hopkins Hospital is the flagship of the healthcare system. It has been placed at or near the top of U.S. hospital rankings annually for the last two decades.

For 125 years, the mission of Johns Hopkins has been to improve the health of the community and the world by setting the standard of excellence in medical education, research, and clinical care. The hospital is a short-term acute care, academic level 1 trauma, and comprehensive stroke center. It employs more than 40,000 full-time faculty and staff members, receives nearly 4 million patients and 325,000 emergency room visits annually.

## The Challenge

Johns Hopkins Hospital was using a solution that required too many steps. With their old program, work was not happening efficiently in the field. Once back in their offices, the facility's personnel logged on to their PCs to finish rounds. Reports required copying and pasting into Microsoft Word and then getting emailed out. "I really wanted something that could give the report to someone as fast as possible," said Brian Schott, Joint Commission Environmental Care Specialist, ASC, HEM at Johns Hopkins Hospital. "I don't have a secretary to help me with paperwork. So I just don't have time."



## Quick Facts

- ✓ Campus Location: Baltimore, MD
- ✓ Campus Beds: 1,162
- ✓ Ownership: Non-Profit
- ✓ System Size: 6 academic and community hospitals, 4 suburban health care, and surgery centers with over 40 patient care locations, a home care group, and an international division.
- ✓ Solution Chosen: Rounding, Work Orders
- ✓ Customer Since: 2017





## The Solution

At the time, hospital leadership was looking for ways to integrate the off-site clinics. Johns Hopkins heard about Soleran's healthcare platform designed specifically for facilities. "I pitched the idea to pay someone to do this or find an app to save me time, plus cut down on our findings. I knew what I was looking for. We wanted to track data and trends. This product allowed us to do that," claimed Brian Schott at Johns Hopkins Hospital.

The hospital implemented Soleran's Rounding application, PE Tours (formerly EC Tours). "We had a lot of calls with Soleran and they were great! They answered back really fast," explained Schott.

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*"The best thing is it's very intuitive in the field. Everything is on the same platform. So when we take pictures, it's all together. And the efficiency! Very rarely do you have anything to do after work. When you leave, they get the report. I think that impresses people. It's that fast."*

**- Brian Schott, Joint Commission Environmental Care Specialist, ASC, HEM**

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## Performance

Soleran's PE Tours application proved not only to be a time saver but also a way to efficiently budget. The data has helped Johns Hopkins Hospital identify citations and trends earlier, allowing them to rearrange finances to get those items addressed quicker.

The time saved on reporting has been an estimated 20 hours a week. "When I leave the unit, I'm done. There is really nothing else you need to do," says Brian Schott, Joint Commission Environmental Care Specialist, ASC, HEM at Johns Hopkins Hospital. "I've worked here for 20 years. When it comes to reporting, I would say I have everything in my head I'm looking for. But having that little screen, just hitting it and being done - You don't have to think about what reports you have to do! So not only is it efficient in the field, but it cuts down on my stress."

With Soleran's platform, the applications are completely integrated on the back end, which allows the applications to "talk" to each other and help simplify facility processes. "Soleran's Work Orders with PE Tours takes it to another level," states Schott. "Being connected, it makes sure the work goes through and gets done. It takes all the gaps away. It relieved my stress significantly. It's all one and done."

## Quick Facts

Users Supporting  
a Safer Hospital:

**835**

Tours Completed  
Each Year:

**140**

Deficiencies Closed  
in Under Two Weeks:

**50%**