

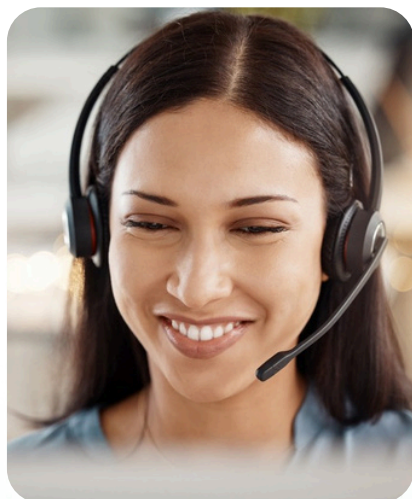


CASE STUDY

How a Large Texas Health System Modernized their Operator Command Center



Case Study



One of Texas's largest integrated health systems modernized its operator communications with SpinSci Operator Console, bringing every directory, on-call schedule, and emergency code into a single, Cisco-embedded workspace.

ABOUT THE ORGANIZATION

This organization is one of the largest not-for-profit health systems in Texas, operating dozens of hospitals, hundreds of clinics, and a broad network of care sites across the state. Its telephone operators and contact center staff manage an enormous volume of inbound calls every day, routing patients, locating providers, dispatching emergency codes, and coordinating across a deeply complex system.

THE CHALLENGE

Replacing Fragmented Systems

Operators were working across fragmented systems, managing patient directories, provider lookups, on-call schedules, overhead paging, and code dispatch through separate tools with no unified view.

As the organization sought to modernize and fully leverage its Cisco infrastructure, the need for a centralized, integrated operator console became clear.

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“We needed our operators to have everything in one place — patient records, provider directories, on-call schedules, paging, codes. SpinSci gave us that. Our team is faster, our workflows are cleaner, and we’re no longer stitching together five different systems to handle a single call.”



**Director, Workspace Engineering,
Large Integrated Health System**

THE SOLUTION



SpinSci Operator Console was deployed across the organization's 120-operator contact center, embedded directly into the Cisco UCCE desktop and connected to Epic.

- Real-time inpatient search with Epic HL7 ADT integration, including private patient flag support, surfacing accurate census data the moment a call connects
- Staff and provider directory with one-time CSV migration from the legacy SPOK system, with ongoing management handled through SpinSci's admin portal, giving the organization full ownership of directory data
- On-call scheduling visibility so operators can identify and reach the right covering provider without leaving the console
- Overhead paging, enabling operators to trigger campus-wide announcements directly from the same workspace
- Emergency and clinical code dispatch configured for the organization's protocols, streamlining time-critical workflows

OUTCOMES

For a health system operating at this scale, eliminating friction from operator workflows has a compounding impact across thousands of patient interactions every day.

- **Faster call routing and transfers**, with patient and provider records surfacing automatically through Epic integration rather than requiring manual lookup
- **Unified operator experience** across a 120-seat team, replacing fragmented tools with a single workspace covering directories, paging, on-call, codes, and knowledge resources
- **Improved emergency response** capability, with code dispatch and overhead paging accessible from the same console used for every other operator task



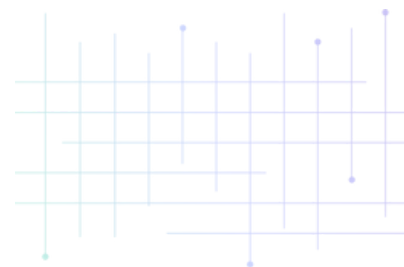
Faster Response Times



Unified View of Information



Improved Operator Experience





Get started now

Find out why the world's leading health systems trust SpinSci.

[Book a demo](#)