



CASE STUDY

Standardizing Hospital Operator Workflows to Improve Response and Coordination



Case Study



A leading health system in Michigan modernized its hospital operator environment by deploying SpinSci Operator Console across its hospital sites, replacing fragmented workflows with a centralized, EHR-integrated platform designed to improve coordination, communication, and response times across critical operations.

ABOUT THE ORGANIZATION

This organization is a large regional health system serving patients across inpatient, outpatient, and emergency settings at facilities throughout its market. With a contact center team numbering in the hundreds and a hospital operator function responsible for routing calls, dispatching clinical codes, and connecting staff around the clock, the system manages communications at an enterprise scale.

THE CHALLENGE

Disconnected Systems, Delayed Response

Hospital operators were working across disconnected systems to manage directories, locate patients, and coordinate staff communication. Fragmented tools, manual workflows, and limited visibility into on-call schedules slowed response times and increased reliance on individual knowledge. This lack of standardization created delays, added complexity, and made it difficult to scale consistent operations across locations.

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“We needed a more consistent and reliable way to manage operator workflows across our hospitals. Bringing everything into a single, integrated console has made it easier for our teams to respond quickly, coordinate effectively, and handle critical situations with greater confidence.”



**Director of IT,
Regional Health System**



THE SOLUTION

Powering Unified Hospital Communications

The health system deployed Operator Console across its hospital sites, integrating it with the existing EHR and contact center environment to create a centralized operational hub.

- A unified operator console providing a single workspace for staff directory access, inpatient search, and communication workflows, eliminating the need to switch between systems
- Real-time inpatient visibility powered by EHR integration, enabling operators to quickly locate patients and route calls accurately
- Integrated paging and communication capabilities, supporting individual, group, and emergency notifications from within the console
- Centralized code dispatch functionality allowing operators to trigger emergency and clinical codes through standardized workflows
- Consolidated staff directory and scheduling access, improving visibility into provider availability and reducing reliance on manual processes

OUTCOMES

Standardizing operator workflows through a single, integrated platform improved coordination and reduced operational friction across hospital sites.

- Operators manage directories, patient lookups, paging, and code dispatch from one system, **reducing tool switching** during time-sensitive interactions
- Faster, more consistent emergency communication workflows **improve coordination across routine and critical events**
- Standardized processes reduce reliance on individual knowledge and ensure **consistent call handling**
- **Improved scalability** supports consistent operations across multiple facilities and future expansion



PERFORMANCE



Reduced tool switching

RESOLUTION

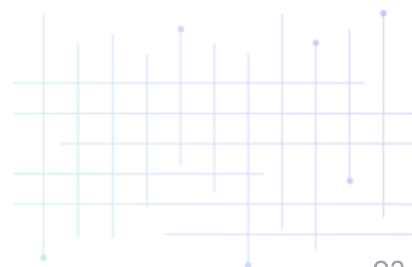


Improved coordination across routine and critical events

SATISFACTION



Improved scalability





Get started now

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

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