



Better scheduling helps Ochsner Health increase physician satisfaction by 30%



FEATURING

Dhruv Choudhry, M.D.

Anesthesia Department, Ochsner Health



Background

ORGANIZATION

Ochsner Health; Anesthesia Department

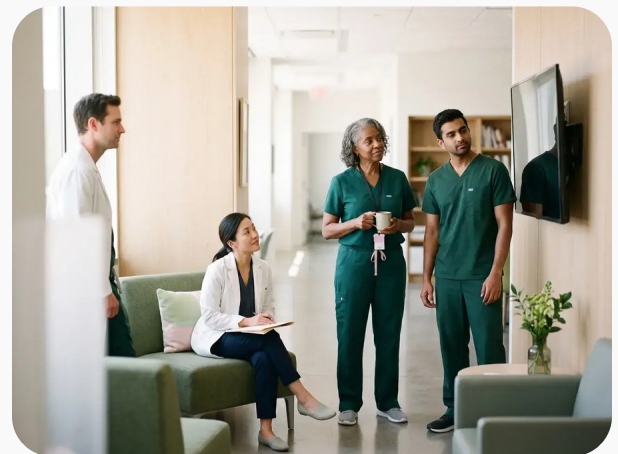
LOCATION

New Orleans, Louisiana Area

IMPLEMENTED SOLUTION

Lightning Bolt Clinical Team Scheduling

Ochsner Health is driven by innovation, from pioneering new treatments to deploying emerging technologies to performing groundbreaking research. The organization has consistently been named the top hospital in Louisiana by U.S. News & World Report and has also achieved Magnet designation for multiple years.



Ochsner Health’s anesthesiology department offers pre- and post-operative care, pain therapy, diagnostic services, surgical care, and therapeutic procedures. Handling more than 22,600 cases each year, 60 anesthesiologists prevail in their commitment to safety, quality improvement, and best practices.

Challenge

Schedulers were spending anywhere from 60 to 75 hours per month manually creating and publishing the schedule on an Excel spreadsheet. Taking into account not just the number of anesthesiologists, but the entire anesthesia team, which includes CRNAs, and the sheer number of cases the department handled, creating an optimal schedule was an arduous task. It often required edits after completion due to the difficulty of capturing each individual's preferences the first time around.

With departments across the hospital leveraging different provider scheduling tools, as well as manual scheduling, there was no single, centralized place to access shift or call schedules. There was also no standard process for time-off requests, schedule changes, and other scheduling workflows.



Solution

Realizing that technology could simplify and expedite the process of building provider schedules empowered the anesthesia team to look for a better solution for this time-consuming task. They wanted a platform that could save time and energy by auto-generating schedules, but it also had to be able to account for individual preferences and handle the inherent complexities of the anesthesia department's scheduling protocols. After implementing Lightning Bolt, the anesthesia team saw a number of significant outcomes.

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“[Lightning Bolt] significantly improves physician engagement and reduces burnout by creating fair and flexible schedules that support work-life balance—even during the COVID-19 pandemic.”

Dhruv Choudhry, M.D.



Outcomes

SCHEDULING

today

Updated, not rebuilt

One swap applied, everything else holds

	Mo 10	Tu 11	We 12	Th 13	Fr 14	Sa 15	Su 16
Day	Dr Bishop	Dr Scott	Dr Torres	Dr Torres	Dr Torres	Dr Torres	Dr Torres
Swing	Dr Torres	Dr Torres	Dr Bishop	Dr Bishop	Dr Bishop	Dr Bishop	Dr Bishop
Night	Dr Okafor	Dr Patel	Dr Patel	Dr Okafor	Dr Okafor	DO	DO

Swap applied

Key results

30%



Higher average physician engagement six months after implementation

79%



Less time to build and publish the schedule, 67.5 hours a month down to 14

\$600k



Saved a year through improvements to OR case handoffs

Source: Ochsner Health, Anesthesia Department, six months after implementation. The engagement figure is from a Press Ganey survey; the source document does not publish its sample size.

OUTCOMES

More autonomy and transparency for providers

Transparent reporting provided more flexibility and predictability



More time off approved

Request approvals for vacation days went up by 55%



Weekend shifts spread evenly

Utilized analytics and reporting to evenly distribute weekend shifts



Assignment units inform payroll

Assignment units in Lightning Bolt are used to inform payroll, with units translating to dollars for each shift worked



Providers set their own preferences

Providers now have more autonomy, including the ability to submit requests/preferences for particular shifts (i.e., surge ICU shifts during the peak of COVID)

Reduced burnout and provider turnover

“

“Utilizing Lightning Bolt has benefited both our patients and our physicians.”

George Gilly, MD & Melissa Russo, MD
Ochsner Health

About PerfectServe

PerfectServe uses 30 years of expertise, AI, and advanced rules engines to simplify and automate care team communication, provider and staff scheduling, call handling, contact center workflows, and other key clinical processes. Our cloud-based software works in all settings of care and integrates

with 270+ clinical, IT, and telecom systems to dynamically route important messages, calls, alerts, and other information to the right person at the right time. PerfectServe was founded in 1997 and is a trusted partner to 100+ health systems, 500+ hospitals, and 30,000+ medical practices.

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Schedule a demo



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