

CASE STUDY

HOW DBTECH ASSISTS IN DOWNTIME RECOVERY

BACKGROUND ON ST. JOSEPH'S

St. Joseph's Health serves nearly 1,000 beds system-wide, and had more than 1.6 million patient visits last year. While its main campus is in Paterson, New Jersey, there are over 3 dozen satellite sites across NJ. They are recognized yearly by US News & World Report as a Best Hospital in the NY Metropolitan area and are one of Becker's Top 150 Places to work in healthcare.

St. Joseph's has been using dbtech's downtime solution for well over three years now and are highly satisfied with its automation and recovery capabilities.

1.6

MILLION PATIENTS
LAST YEAR

36+

LOCATIONS SERVED

3+

YEARS USING DBTECH
SOLUTIONS

THE PROBLEM

As anyone in healthcare knows, the challenges that go along with a downtime event are vast. For the St. Joseph's organization, however, the focus was on the struggle to recover in Patient Access and Bed Management after the downtime event ended. Administration at St. Joseph's states that much of this was due to their reliance on paper.

Paper-based patient records had a number of challenges. They were often lost or had illegible handwriting, which made it difficult to collect quality data, track patient updates, status transitions, and keep the census balanced.

When it came time to recover, data entry was a manual process, patient info was missing or incorrect, and the census took hours to balance. Resources that were needed to resume normal operations were tied up in downtime recovery.





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Director of Administrative Systems
at St. Joseph’s

THE SOLUTION

There was no other solution that could do what this downtime solution does. St. Joseph’s Director of Administrative Systems explained that everything else is view-only and/or paper, whereas with dbtech’s downtime solution, you can actually enter and edit data, store the data, and send it back out to an interface engine after the downtime event.

With an ADT interface, recovery is much more efficient as it eliminates the need for tedious manual data entry. To quantify that, their team estimated that for every hour of downtime in the past, it took 2-3 hours to recover. Now that they use the dbtech Downtime Solution, it takes less than one hour to recover from a 1-hour downtime event. In addition to an improved recovery process, this Downtime Solution improves patient care with eForms.

In addition to reduced recovery time, dbtech’s eForms module allows the organization to print bands and labels during the downtime event, and other forms such as consents. These forms can be saved into the system during the downtime event, and electronically exported out to another system. Users no longer depend on manual processes, like printing and scanning.

HOW ST. JOSEPH’S USES THE DOWNTIME SOLUTION TODAY

St. Joseph’s Health has been using our Downtime Solution, primarily in the Emergency Department, for well over three years now. dbtech is currently working with St. Joseph’s to expand the Downtime Solution to other departments, as well as for use during longer and more significant downtime events that are not limited to a single system outage.

ST. JOSEPH’S FAVORITE SOLUTIONS



Downtime



eForms

ST. JOSEPH’S HIGHLY RECOMMENDS DBTECH

St. Joseph’s was extremely confident in their decision to use dbtech’s Downtime Solution, mostly due to their positive experience with dbtech. The staff shared their feelings about having worked with dbtech for so many years stating, “dbtech is flexible, customer oriented, accommodating, and they understand the operations, while always supporting us and the product.”



Downtime recovery reduced from hours to minutes for every 1 hour of downtime.