

# EMS Case Study *Community Medical Centers, Fresno, CA*



## Background

In the 1890s, Celia Burnett operated a boardinghouse in Fresno, California that provided housing for men who had gone west to seek their fortune. In addition to a roof over their heads, Burnett provided her guests with nursing care when they fell ill. Hearing of the success of her boardinghouse/infirmary, Fresno-area doctors approached her with the idea of creating a private, for-profit hospital. Thus, the Burnett Sanitarium opened in 1897.

Eighteen years later, the Burnett Sanitarium had earned a reputation as one of the most modern hospitals on the West Coast. Growth and expansion continued for the next 30 years, and in 1945 the Burnett Sanitarium was purchased by a non-profit corporation and renamed Fresno Community Hospital.

Fresno Community Hospital, now called Community Medical Centers, operates 14 facilities in the San Joaquin Valley, from acute care hospitals to rural clinics. With plans to build a trauma and critical care center, the 58-acre medical campus is ever expanding.

## The Problem

In the mid-1990s, Community Medical Centers (CMC) was using a program designed for simple appointment and task scheduling to coordinate the

use of their meeting space. As the local population grew and the number of hospital admissions increased, the volume of meetings increased as well. Eventually, the CMC staff began wondering if there was a better way to book rooms and track their use.

Not only was the existing program a poor fit for high-volume scheduling, there were additional concerns. One was the lack of security measures in the system. Network administrators were unable to ensure that only authorized users were making and changing room reservations. Another issue was the lack of file sharing capability. Those users who were authorized to book rooms needed to be working in a shared database so that they could all access up-to-date information on reservations and room availability.

## Fast Facts

- **6500** events per year in **three** different facilities
- **12 years** using EMS Professional
- EMS Professional **seamlessly** schedules and manages classroom sessions, events, catering, billing and emailing

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Ultimately it was the Education department at CMC that decided to explore their options. Knowing that they needed a system specifically designed for room scheduling and event management, they did their research and determined that EMS Professional was the best fit.

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## The Solution

In 1997 the CMC Education department purchased EMS Professional to schedule and manage the many classes they present. Rosalinda Pipes is a business analyst in Corporate Information Systems at CMC. She says that while the Education department's use of EMS was not intended to be a "pilot" for the rest of the company, that is essentially what it became. "From their success, EMS was selected to be used for room scheduling company-wide," says Pipes.

Asked what led to EMS being rolled out to the company as a whole, Pipe puts ease of use, flexibility and reliability on her list. "EMS definitely operates more error-free than our previous program," she says. "And there is so much more flexibility with this system, with its catering, billing and emailing capabilities."

## Future Plans at Community Medical Centers

Today, the CMC schedules more than 6500 events each year in meeting and event rooms at its three main acute care facilities. In the near future, there are plans to hire a full time employee who will be the one person responsible for scheduling and coordinating events system-wide at CMC.

CMC is eager to purchase Virtual EMS, the web-based tool that will give its user community the ability to view lists of existing events and search for available space for an event they wish to schedule. "We are anticipating saving time on room scheduling by using Virtual EMS," says Pipes.

More than a decade after purchasing the software, Community Medical Centers continues to find ways to expand its use of EMS and improve its scheduling operations.

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For more information on Dean Evans & Associates, and the company's event management and master calendaring software products, go to [www.dea.com](http://www.dea.com) or contact the Sales department at [sales@dea.com](mailto:sales@dea.com) or 1.800.440.3994 ext. 863.

