

# EMS Case Study *Harrison Medical Center, WA*



## Background

Having struggled first with an outdated DOS-based scheduling system and then one that was Windows-based but not user-friendly, the staff at Harrison Medical Center in East Bremerton, Washington was eager to find an event management solution that utilized leading-edge technology and was easy to use.

## Seven Buildings, Three Campuses, One Busy Medical Center

Founded as “City General Hospital” in response to the worldwide flu pandemic of 1918, Harrison Medical Center is, today, the largest healthcare provider to Washington’s Kitsap and Olympic peninsulas. With five campuses the medical center not only provides standard medical and surgical services, but also serves as a regional center for specialized care in cardiology, oncology, pediatrics and other areas.

“EMS is faster than the other scheduling systems we’ve used. But more importantly, it’s much more user-friendly.”

More than 2,300 full-time and part-time employees work in the seven buildings that make up the medical center. As one of the primary healthcare providers

in the region, Harrison admits more than 14,000 patients each year and treats more than 90,000

## Fast Facts

- More than **14,000** patients admitted per year
- **Virtual EMS** allows employees quick access to event details
- Replaced DOS-based scheduling system with **EMS Professional**; creates efficient, user-friendly scheduling process

## The Education Services Department

The Education Services Department is responsible for meeting and event scheduling at the medical center. Long-time Harrison staffer and education associate Brenda DeBock is one of the system’s main users. She recalls that “our old program was *not* user-friendly.”

Finally in 2001, the medical center, in search of a program that utilized cutting-edge technology and

# EMS Case Study *Harrison Medical Center, WA*

was easy to use, purchased EMS Professional and its web-based component Virtual EMS. Among the features that led to EMS's selection are:

- The Reservation Book - with its drag-and-drop editing and event detail "tool tips"
- A whole array of event editing "wizards" that simplify the modification of booking details for one event or dozens of events in one operation.

"EMS is faster than the other scheduling systems we've used," says DeBock. "But more importantly, it's much more user-friendly."

## Harrison Today

These days, EMS has become an integral part of the successful scheduling operation at Harrison Medical Center. Four education associates put nearly 2000 reservations into the database each year. Most of the information for those events is entered into the system while talking with the requestor on the phone. "We prefer to take reservations by phone so that we get all the information we need on attendance, resource requirements, etc., the first time," says DeBock.

After Education Services enters the meetings and events, four Dietary department staff members add information on catering services. Some bookings also require A/V equipment such as overheads, microphones, computers, data projectors and videoconferencing setups.

Harrison staffers can view the schedule of events from any computer linked to the medical center's intranet using the Virtual EMS component of the system. DeBock estimates that several hundred of her coworkers make use of this quick and convenient access method.

## Behind Every Good Software Package...

While the Education Services and Dietary departments haven't had to contact the EMS Customer Support Department often, DeBock does recall one issue and gives high marks for the level of service she received. "We were having problems printing our room card report. The support rep that I spoke with listened very carefully to be sure she understood my questions before attempting to answer it," she says. "And when the issue was resolved, she followed up to see if everything was working well. I was left feeling that we got great service."

All in all, it appears that Dean Evans & Associates and Harrison Medical Center are enjoying a healthy business relationship.

\*\*\*\*

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.

