

## Mobile Infirmiry Medical Center, Mobile, AL

Mobile Infirmiry Medical Center is a 704-bed acute care facility offering services and specialty areas not found in the average community hospital. It is the largest community-based, private, not-for-profit hospital in the state of Alabama. With over 30 operating rooms in service, it performs more surgical procedures than any other hospital in the state. The combination of caring, highly-trained professionals, and state-of-the-art equipment and technology makes Mobile Infirmiry Medical Center one of the South's outstanding hospitals.

Seeking to improve cleaning quality while lowering operating costs, Mobile Infirmiry contracted with Crothall in October 2002 for an Environmental Services program. Pleased with the company's progress, but eager to speed bed throughput, the Hospital asked Crothall to centralize its Patient Transportation services. In starting Crothall's program in June 2004, the new resident team, headed by David Cook, faced significant challenges. Previously, Mobile Infirmiry

used a decentralized, largely uncoordinated effort to transport patients, relying heavily on nursing and clinical staff pulled from their patient care duties. Consequently, patients endured extended waits and frequent delays, with transport times averaging 24 minutes. This slowed bed throughput. Crothall set to work organizing an efficient, centralized Patient Transportation department, with the transport associates on the company payroll. Crothall recruited new, customer-friendly staff members to supplement those transferred from the hospital, initiated a comprehensive training program, and implemented the sophisticated TeamTransport™ scheduling and tracking software. Within months, average transport times fell by a third, from 24 to 16 minutes. Just as important, nursing and clinical staff were now fully focused on patient care.

Pam Gilbert, Mobile Infirmiry's Chief Nursing Officer, welcomes the benefits: "Crothall's centralized program has provided consistency and improved service. Its management and staff are responsive and supportive. My nurses have been relieved of transport duties, and can focus more on their patients."

**MULTIPLE BENEFITS:  
REDUCED TRANSPORT  
TIMES, INCREASED  
REVENUE, AND  
SATISFIED PATIENTS**

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A Member of the Compass Group



❖ Crothall Director  
David Cook

There were also significant financial benefits from a more efficient Patient Transportation program. Faster bed throughput increases hospital revenues by making patient beds available sooner. In addition, better organized transport of patients ensures that the hospital fully captures those revenues. In the past, some patients slipped out of the hospital without paying their bills. Under Crothall's program, all patients are fully escorted through the entire discharge process. And Crothall's professional transport staff takes care of the little details, often saving money. For example, during the first three months of 2005, the Hospital's Pulmonary Department captured nearly \$150,000 in additional revenues as a result of Crothall's Patient Transportation program, by developing a system for tracking which patients were using oxygen tanks during transportation.

Encouraged by evident progress and favorable user feedback, David Cook broadened the department's service offerings, forming a Lift Team, and introducing a Walking Partners service. Both have been enthusiastically embraced by grateful nurses and physicians. The two Lift Teams, each with two associates, now perform over 3,000 lifts per month, relieving nursing of the time, effort, and physical risks of



❖ Lift Teams are specially trained associates that handle many of the physical, non-clinical tasks formerly performed by Mobile Infirmary's nurses.

lifting patients. Similarly, the department's innovative Walking Partners program, focused primarily on surgical patients, saves nurses time and benefits recovering patients. Performing over 1,300 walks monthly, the program is proving its worth. Explains Pam Gilbert, "Walking Partners has been a gift to nurses and physicians. Our patients need and appreciate the exercise. Now, with a dedicated Walking Partners team, our patients, physicians, and nurses have confidence it will happen."

Now that the department has ramped up to more than 1,000 transport tasks daily, David Cook points with pride to the measurable benefits of an efficient, centralized transport program. But he also believes that the warm, caring service extended by his transporters, Lift Teams, and Walking Partners has had a therapeutic impact on patients. "We have continuous, personal contact with patients. They trust us and depend on us."