Case Study - Momentum™ Radiologist and Staff Scheduler Implementation at Imagerie Médicale de la Plaine de France

Imagerie Médicale de la Plaine de France (IMPF), a network of imaging clinics, adopted Bio-Optronics’ Momentum Radiologist and Staff Scheduler in late 2010. Prior to its implementation, IMPF was using a combination of paper and basic planning software to create their weekly schedules. This case study analyzes the organization, the challenges associated with these two processes and the results achieved via the implementation of Bio-Optronics’ Momentum scheduling software. Each of IMPF’s six sites has different scheduling needs, and radiologists and support staff rotate among sites on a daily basis.

Organization Description

Imagerie Médicale de la Plaine de France (IMPF) is an internationally-recognized network of imaging clinics based in Plaine, France. This growing network of imaging clinics specializes in a wide range of imaging procedures including radiology, mammography, ultrasound and MRIs. Currently, the IMPF network consists of six sites where a total of 178 radiologists, radiologic technologists and support staff need to be scheduled across multiple sites on a regular basis.

The Problem

IMPF faced several problems prior to the implementation of the Momentum™ scheduling software. Their first and most critical problem was difficulty in efficiently scheduling almost 200 people for dozens of different roles while trying to manage time-off requests, role equity, site policies and the personal preferences of staff simultaneously. Schedules continually had to be reworked and recreated to accommodate time-off requests, unexpected absences or mistakes during the schedule creation process.

Secondly, the radiologists and support staff were spread out across six sites, all with different scheduling policies, demands, staff competencies and personal preferences. Radiologists regularly moved between sites, which made keeping track of everybody very difficult. This led to multiple different schedules that were not always compatible with one another and led to long and drawn-out processes to build schedules that were not only equitable, but addressed all of the business needs at each site.

Thirdly, IMPF was having a difficult time managing time-off requests. Each time staff wanted time-off, the schedules had to be reworked by hand or within their basic planning software, which became very time consuming. Each time a schedule was built, the person creating the schedule had to remember which of the almost 200 people were not working on certain days. Time that radiologists and staff could have been spending with patients was spent organizing the schedule.
Momentum Implementation

The implementation of Momentum at all six of IMPF’s sites took approximately five months. This process is longer than the typical implementation of Momentum, but due to the sheer size and complexity of the scheduling policies in place, the extra time was taken to ensure that each site’s scheduling policies were understood, and that every schedule was building correctly.

The implementation process began with the Bio-Optronics customer support specialist and members of the IMPF project team meeting to outline a deployment schedule which included trainings, configuration and deployment goals. After agreeing on the implementation timeline, the Bio-Optronics customer support specialist built a “policy file” with IMPF to get a better understanding of the scheduling policies, business demand, roles, staff competencies and nuances of each site’s policies. Once this was completed, Bio-Optronics worked hand-in-hand with IMPF to encode the rules and roles into the Momentum software in order to produce the best results. After this was completed Bio-Optronics met with IMPF to ensure that the schedules being built by Momentum met the requirements of the scheduling policies. Bio-Optronics continually provides support and training for IMPF as it becomes necessary.

“During the implementation process we were very pleased with the responsiveness of the customer support team. During and after the implementation process, the support team was there for each concern that arose,” says Elodie Delicato.

Results Achieved

After implementing the Momentum Radiologist and Staff Scheduler, IMPF has seen a drastic improvement in all areas of their scheduling. IMPF saves countless hours each time a new schedule needs to be built as there is no longer a need to manage vacations, multiple sites, role equity, staff competencies and personal preferences. All of these factors as well as many others are automatically taken into account by the Momentum solution. Momentum provides IMPF with the multi-site schedule management that they desperately needed to keep almost 200 people in the right place at the right time. The schedules improved role coverage and helped to build a complete schedule. Momentum has reduced potential errors and saved time so that radiologists and staff have more time to spend with patients, which improves the quality of care and ultimately saves IMPF money.

Confusion over which schedule is up-to-date is mitigated because all staff have access to the most current schedule online or via e-mail or SMS. Administrators can also easily track vacation requests and do not have to rely on memory to build the schedule to take time-off into account. The Momentum software takes into account approved time-off requests and builds the schedule accordingly.

Overall, IMPF has greatly benefited from the implementation of the Momentum Radiologist and Staff Scheduler. Efficiency has improved, confusion and schedule- rework has been minimized and the radiologists and staff love the easy access that they have to their schedule via the web or their mobile device.