



Client highlight

# How WellSky Scheduling helped MossRehab put patients back at the center of care

## About MossRehab

MossRehab is the largest provider of physical medicine and rehabilitation in the Philadelphia region and is a member of the Einstein Healthcare Network and Jefferson Health. MossRehab offers services ranging from inpatient to community reentry for amputation, communications disorders, mobility disorders, spinal cord injuries, stroke, neurological disease, and traumatic brain injuries.

**Solution in use:** WellSky® Scheduling

## The problem:

### MossRehab was facing scheduling inefficiencies

Prior to exploring WellSky Scheduling, MossRehab was facing inefficiencies when scheduling patient appointments at its facility. Staff were using whiteboards in hallways and in patients' rooms, along with paper schedules. However, they found that schedules quickly became outdated as appointments shifted, and patients, their families, and the care team lacked clear updates. These inefficiencies impacted patient and staff experiences, interrupted care, and

lowered confidence that all care was being properly delivered. MossRehab needed a single solution that could be used for all types of patients and appointments, would eliminate workaround processes, and would remove the need for paper schedules. They wanted a system they could rely on for real-time updates. Along with these requirements, they wanted an easy-to-use software with an intuitive interface.

## The solution:

### Partnering with WellSky



"The WellSky Scheduling system is made for what we are doing. It's a breath of fresh air."

**Eileen Hartranft, PT, MBA,**

Program Director and Administrator for Therapy  
*MossRehab*

After evaluating many solutions, MossRehab chose WellSky Scheduling. WellSky Scheduling not only met all their solution-functionality requirements, it also had the most streamlined workflows and user interface to support staff. "It's not just about what the system can do. It's about how a task gets done, the amount of staff time it takes for a task to get done, and how

well a task gets done,” said Eileen Hartranft, PT, MBA, Program Director and Administrator for Therapy at MossRehab. WellSky Scheduling allowed MossRehab to provide more patient-centered care and increase staff efficiency.

## The benefits gained

### Real-time schedules

Implementing WellSky Scheduling caused a shift in operational culture; what once was an outdated document requiring workarounds that impeded visibility into patients’ scheduled plans of care was transformed into the official record of patient care. MossRehab has not printed a paper schedule since implementing WellSky Scheduling. Patients now receive real-time care plan updates, allowing them to know what to expect for their next appointment.

### Higher staff satisfaction

Utilizing a unified system of record-keeping for patient appointments improved the staff experience at MossRehab, specifically regarding onboarding, working across units, and the work involved in transferring patients to a new unit. Not only are those tasks now easier for staff to complete, they also require less staff.



## Staff satisfaction grew enormously after implementing WellSky Scheduling



**Checking schedules**  
93% agree

*“Checking schedules for myself or my patients within the WellSky schedule is fast, and minimally interrupts my work.”*



**Awareness of schedules**  
85% agree

*“My patients and colleagues are usually well informed of their schedules for the day.”*



**Communication of schedules**  
85% agree

*“Communicating schedule changes to my patients and colleagues is easy, and does not drastically interrupt my work.”*



**Overall satisfaction**  
94% agree

*“I am very satisfied with the WellSky scheduling tool.”*

*\*Staff satisfaction survey conducted by MossRehab after implementing WellSky Scheduling*



Before implementing WellSky Scheduling, MossRehab staff found it challenging to juggle changing schedules. Patients still received quality services, but scheduling challenges interfered with the delivery of true, patient-centered care. Now, with WellSky Scheduling, MossRehab is equipped to prioritize their patients as the most important stakeholders.

### Improved compliance

Using WellSky Scheduling helps MossRehab stay compliant with the three-hour rule, because every caregiver can see what is on the patient's schedule for the day and adjust for any cancelled appointments.

Before making the switch to WellSky Scheduling, a lack of visibility into patient schedules led to patients being double-booked with physical therapists, speech therapists, occupational therapists, and other departments at the same time — often, this was done to comply with the three-hour rule. Now, WellSky Scheduling lets staff view all appointments, regardless of the department that scheduled it, allowing physical therapists, speech therapists, and occupational therapists to work better with other departments.



“Having a solution like this is **not a nice-to-have, it's a must-have**”

**Marcia Moore, PT, DPT, MRMCC,**  
Clinical Manager for Inpatient Therapies  
*MossRehab*

### About WellSky®

WellSky is a technology company leading the movement for intelligent, coordinated care worldwide. Our next level software, analytics, and services power better outcomes and lower costs for stakeholders across the health and community care continuum. In today's value-based care environment, WellSky helps providers, payers, health systems, and community organizations solve tough challenges, improve collaboration for growth, harness the power of data analytics, and achieve better outcomes by further connecting clinical and social care. WellSky serves more than 20,000 client sites around the world — including the largest hospital systems, blood banks, cell therapy labs, blood centers, home health and hospice franchises, post-acute providers, government agencies, and human services organizations. Informed by more than 40 years of providing software and expertise, WellSky anticipates clients' needs and innovates relentlessly to ultimately help more people thrive.

For more information, visit [wellsky.com](https://www.wellsky.com).



**Learn more!** See how WellSky Scheduling can help you create more efficient scheduling processes, increase staff satisfaction, and prioritize providing the best care to your patients today!

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