

Improving access: University Hospitals scales guided scheduling for better experience, outcomes

The vision

University Hospitals (UH), based in Cleveland, set out to transform patient access by making scheduling a strategic capability. The health system aimed to give every patient a seamless, consistent, and empowering experience. It also sought to streamline workforce support and ensure appointment accuracy and reliability.

Co-creating the solution

Facing such challenges as clinical variation and change fatigue, UH partnered with Chartis. First, they established a partnership across IT, scheduling, and operations. Then, they anchored decisions in four principles: equity, efficiency, data integrity, and shared accountability. They gained buy-in via provider champions and weekly clinical chair meetings. Template guidelines, capacity models, shared dashboards, and co-designed frameworks ensured transparency and alignment.

Believe in better

Guided scheduling exceeded expectations and built trust across teams. Most services are now live, with a roadmap in place for all specialties. Patients can now self-schedule with clarity and confidence, regardless of location. Providers report improved slot utilization and fewer no-shows. Call centers benefit from decision support and reduced call times. Practice staff experience fewer rework issues and improved workflows.

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“Seamless patient experience was our north star, and linking access to clinical outcomes was critical to success. Clinic staff see fewer rework issues, call centers report reduced handling time, and providers appreciate better slot utilization.”

–Lisa Griffin, Chief Consumer Officer
University Hospitals

Building to better

Organizations that seek to transform scheduling should:

ESTABLISH GUIDING PRINCIPLES AND GOVERNANCE

early to drive consistent decision-making

ENGAGE PROVIDERS AS CO-DESIGN CHAMPIONS

to build trust and adoption

PRIORITIZE HIGH-IMPACT AREAS

for early wins

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