



## Managing Dispersed Portering Services for Hospitals

**How one hospital delivered faster, more efficient service to patients and staff through portering management software.**

**L**ike many other NHS trusts, Lincolnshire-based Lincoln County Hospital had a traditional portering system that involved a central point for porters to meet or congregate, a control room for tasks to be received and a phone call through to the porter meeting point to issue tasks. Lincoln County Hospital required a portering solution that could be implemented easily into a traditional setting and could be used remotely over a large, dispersed area. In an effort to move away from manual and inefficient processes, Lincoln County Hospital implemented Portertrac, a portering management solution from TEAM Software that harnesses technologies to increase productivity and improve service quality.

Used by over 70 hospitals throughout the U.K., Portertrac is specifically designed to enable the effective management and co-ordination of portering teams while targeting and resolving inefficient portering issues.

“I have worked at Lincoln County Hospital for many years and in all of that time, the co-ordination and management of portering tasks has been done manually. The thought of changing from the tried and tested ‘pen and paper’ method was a daunting one,” said John Wilson, an employee of the hospital. “Nevertheless, we knew that, in order for us to proactively improve the service we were offering, we had to move into a more accurate and modern way of working. Within a few weeks, staff had been trained and a new system had been set-up within one of our sites. The paper-based way of working is now a thing of the past.”

Porters are now strategically located around the hospital, shortening response time for a request immensely. Portertrac also provides a complete audit trail of duty performance, enabling hospital staff verifications that a specific task has been carried out. Porter staff are now completely mobile and can monitor their incoming duties through handheld patrol devices, eliminating the need for porters to return to a centralized point to receive their duty.

Portertrac has saved Lincoln County Hospital time and money, while reducing the burden on portering staff. Through portering management software, hospital management has gained visibility over their portering systems, helping empower more informed choices in the course of their operation through real-time monitoring, reliable communications and time optimization. ▶

### TEAM Software

TEAM Software develops market-leading financial, operations and workforce management solutions for contractors with distributed workforces, with a focus on the cleaning and security industries in North America, Australia and the U.K. and Ireland. TEAM’s fully integrated, holistic technology reduces risk and costs and drives efficiency, profitability and growth. Founded in 1989, TEAM is headquartered in Omaha, Nebraska, U.S.A. For more information, visit [teamsoftware.com](https://teamsoftware.com).