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How to Create a Scalable Staffing Model to Support In-Lab Expansion

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 RUSH



About Rush

[Rush University System for Health](#)

(**Rush**) is an innovative Chicago-based healthcare provider. Rush is comprised of Rush University Medical Center, Rush Copley Medical Center, Rush Oak Park Hospital, Rush University, and an extensive provider network with numerous outpatient care facilities, including a sleep program that doubled in size in 2020.

Dr. James Herdegen, MD. is a pulmonary, critical care, and sleep medicine physician who has led the sleep program at Rush University Medical Center since 2015. An [impressive sleep researcher](#) who has more than 24 years of sleep clinical and management experience, Dr. Herdegen's aim is to provide the Chicagoland patient population with the sleep care they deserve. To that end, he advocated for and championed a project to open a second location in 2020.



The Challenge

In early 2020, the Rush sleep program was very near to opening a second sleep lab in a nearby suburb. The expansion project fell on the shoulders of the two program leaders, Dr. Herdegen, and the team's sleep center supervisor, Henry Arantes, RPSGT. To support the new facility, Rush was adding new hardware and a new lab management system at the second site. While the site would be supported by new night technicians, the current staff would **absorb the scoring responsibilities** from the new lab, essentially doubling Arantes' scoring work.

During the expansion, construction delays continually caused shifts to the initial timeline. The health system's IT department was understandably busy, working to install new acquisition workstations, PSG devices, and servers. And to add to those challenges, Rush was more than a month behind on scoring studies, largely due to diverting Dr. Herdegen's and Arantes' time into supporting the expansion project, working on reaccreditation, handling an unexpected Joint Commission spot visit, and of course, doing all of this amid the growing COVID pandemic.

With everything mounting, the sleep program team **simply didn't have the time to keep up** with everything they were asked to accomplish.



The Solution

To address the challenge of scaling their sleep operation and adding a second sleep center, all without having additional resources to expand staff, **Rush turned to EnsoSleep AI scoring**. The decision for their team came down to cost savings, growth accommodation and standardization, areas where EnsoSleep stands above the competition.

Rush's immediate plan featured technology to quickly manage expansion and address the increasing threat of COVID. First, Rush would leverage telemedicine to manage patients and minimize costs. And second, Rush decided to **support their current scoring staff** with EnsoSleep AI scoring. After implementation, EnsoSleep began scoring tests at both Rush sleep locations, and Arantes and Dr. Herdegen were thrilled with the smooth transition.

“When we finally said we were ready, EnsoData stepped up and worked through the implementation **efficiently**. They communicated directly with our IT team to make sure studies could be transferred to a central location for scoring and that we’d be able to remotely access studies for both labs. I think EnsoData’s part in the installation process went really smoothly,” said Dr. Herdegen.





The Result

From the smooth implementation at the original location in the Rush University Medical Center headquarters, to the simple expansion effort as the second location opened, adding EnsoSleep AI scoring for Rush was a success. “So far, having **EnsoSleep AI** support our team has worked out quite well,” said Dr. Herdegen. “Our one exceptional scorer can now handle both labs.”

Dr. Herdegen highlighted **EnsoSleep’s ability to cut into their backlog** issues. Since Rush’s team performs sleep tests seven days a week and Arantes only works a standard work week, Mondays were always stressful for Arantes, with three days of tests to catch up on. Dr. Herdegen expressed frustration with the Sisyphean challenge of scoring more studies than there were hours in the day.

“Every single week we were playing catch-up and we were not making up any ground,” said Dr. Herdegen. “Now with EnsoSleep prescoring the studies, **we’re cutting into our backlog**, and our patients have much shorter wait times for results. It’s a win-win.”

Now is the Time to Invest in **ensosleep** AI-Assisted Scoring

EnsoSleep reduces time spent scoring sleep studies, standardizes report generation, and enhances the patient care journey. Want to learn more?

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608.509.4704
www.ensodata.com
team@ensodata.com

