Using Innovation to Overcome Labor Shortages

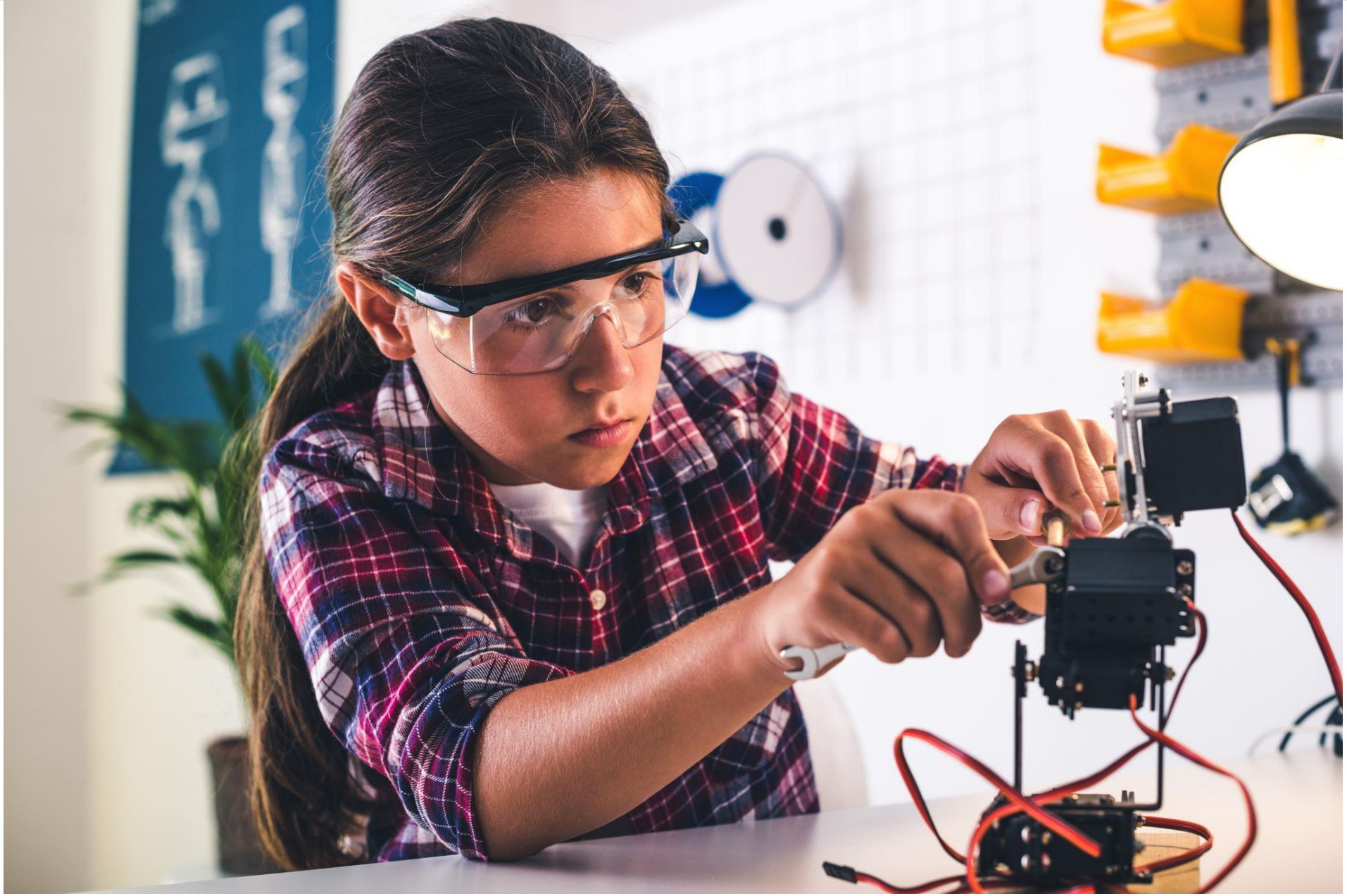
Mission

Explore how technology and new care delivery models can help Mary Washington Healthcare continue providing high quality healthcare in the midst of a healthcare labor crisis. MWHC will achieve excellence with fewer resources by leveraging artificial intelligence, automation, virtual services, new care delivery models, and creative staffing pipelines.

Mary Washington Healthcare

MWHC Innovation v1.0

Mary Washington Healthcare



Mary Washington Healthcare

Mary Washington Healthcare

MWHC Innovation v2.0

Mary Washington Healthcare

Utilization: Moxi at Work

Mary Washington Data (February 1st 2022 - March 20th 2023)

All Time (413-Days)

25,385
Deliveries

13,154
Active Hours

12.56M
Steps Saved
v2

4,322.9
Miles
Traveled

Last 90 Days

7,571
Deliveries

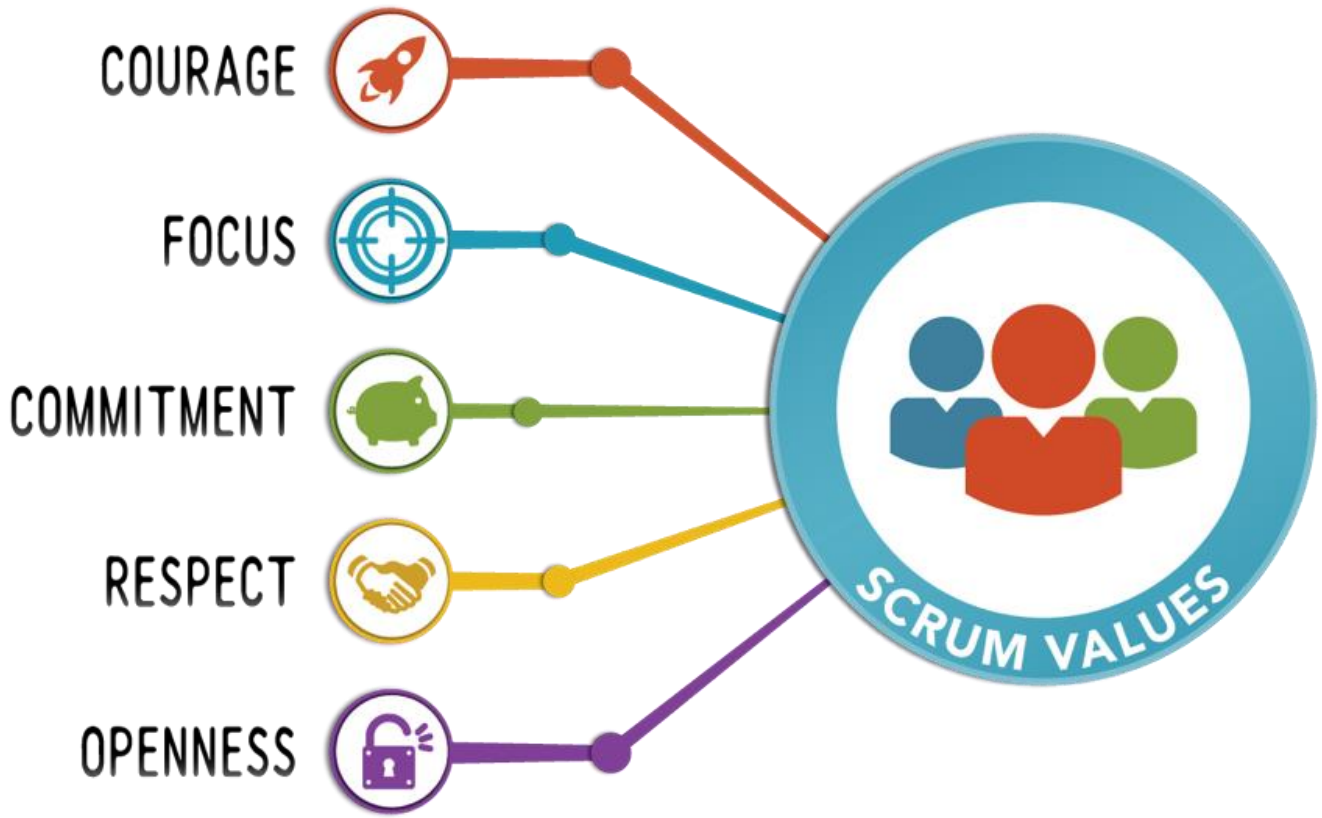
3,996
Active Hours

3.7M
Steps Saved
v2

1,289.3
Miles
Traveled

MWHC Innovation v3.0

Mary Washington Healthcare



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Proposal: MWHC Innovation v4.0

Vision

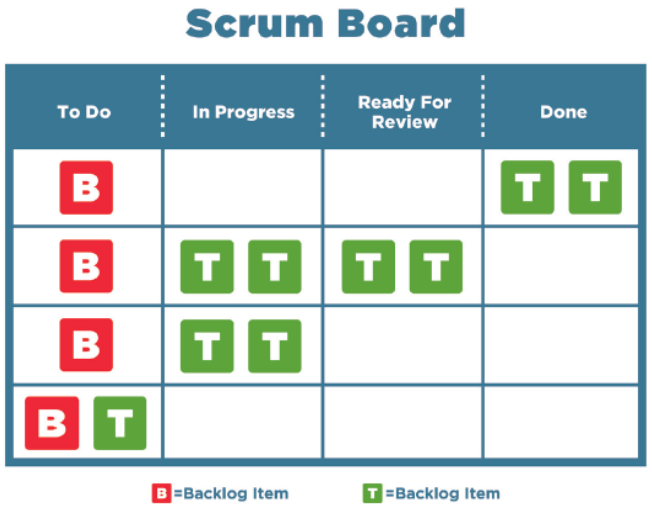
As a community member, I want MWHC to *respond to changes* in my community so that I can commit to one health system for my family's needs.

Success Criteria:

- Associates are listening to colleagues and patients to innovate solutions
- MWHC commits to delivery of value to our community
- Patients and their support people are heard
- MWHC values transparency, inspection, and adaptation
- Gaps in care needs are being fulfilled

Pathway

Transparency, Inspection, & Adaptation

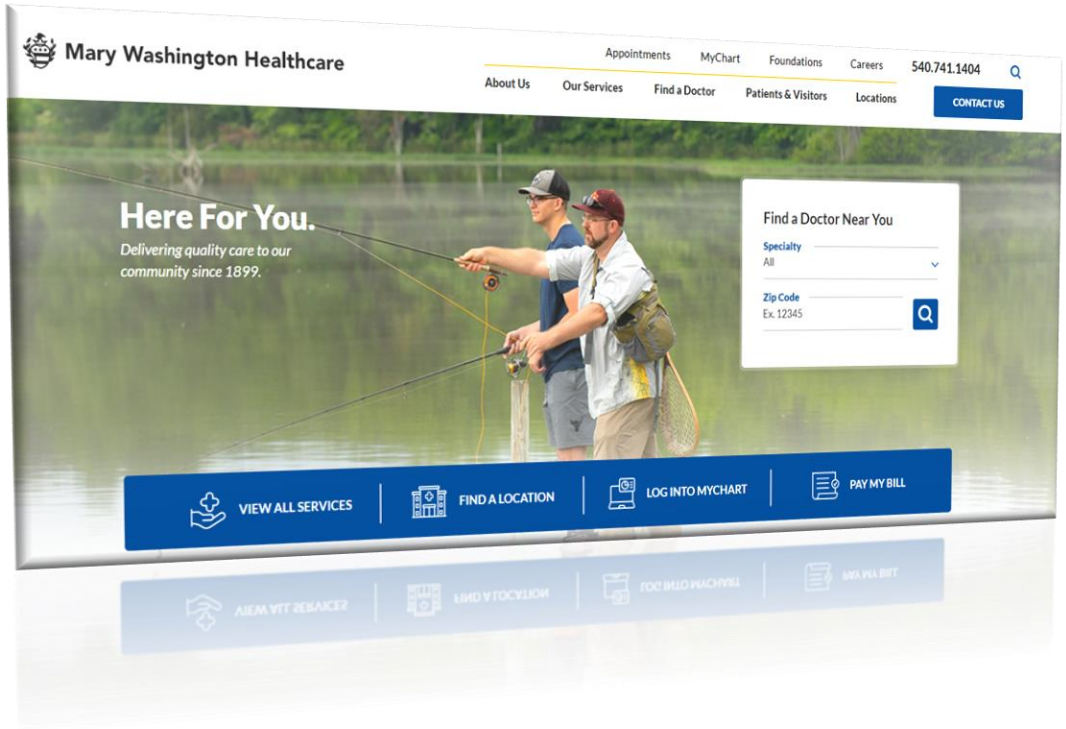


Agile organization design is optimal for sustainable, rapid, low-cost adoption of innovative ideas and technology.

- Ability to progress toward organizational agility utilizing the same people and technologies we currently have.
- Support a responsive service delivery model to our community
- Commitment to uncovering needs from all impacted by our delivery of value and innovating solutions that serve the participants (patients, nurses, family, doctor, etc.)

Mary Washington Healthcare

Test Driving Agile



Medical Laboratory Appointments

We are pleased to offer online scheduling for laboratory appointments for all patients whether or not you have visited a Mary Washington Healthcare facility. Once you choose your location and time, you can log into your existing MyChart account to add it to your schedule. You can also book as a guest.

BOOK A LAB APPOINTMENT

Urgent Care

Our urgent care locations in Fredericksburg and South Stafford are open weekdays 8 a.m.–8 p.m. and weekends/holidays 8 a.m.–4 p.m. Let us know you're on your way.

ON MY WAY

Pediatrics

If your child is a current patient of one of our pediatricians, please use **MyChart** to book an appointment or ask a question of the provider. See our **MyChart FAQ page** for instructions on how to request proxy access to your child's account.

New patients can use our online scheduling tool to book an appointment.

PEDIATRICS NEW PATIENT APPOINTMENT

Primary Care

Coming soon!

Please check with your insurance provider before scheduling to be sure your procedure or appointment is covered. Here is a **list of insurances we accept**.

Mary Washington Healthcare

Expanding Agile: ORP

Mary Washington Healthcare