

Clinical Mobility Case Studies

Top Hospitals Take Big Steps to Improve Patient Care and Staff Efficiency with Mobile Clinical Communications

Bay Area Hospital — Coos Bay, OR

Beds: 172 **Smartphones/Wireless IP Phones:** 200

Bay Area Hospital selected Amcom Software to provide a full patient care communications solution for its 112,000-sq.-foot expansion opening in 2013. Not only did they need a more effective method of secure, mobile physician and nurse communications, but they were also selecting the right technology for a new floor layout designed to help nurses spend more time on direct patient care. They will use Amcom Mobile Connect® for staff messaging on a combination of Cisco® wireless IP phones and iPhone® and Android® smartphones.



Additionally, the staff will use Amcom Messenger™ for relaying clinical alerts, allowing Rauland Responder® 5 nurse call notifications to go straight to nurses' Cisco phones. This will provide nurses the ability to talk with patients from anywhere in the hospital, reducing unnecessary trips. Bay Area plans to expand these mobile alerts to related teams in the hospital, such as transport, supply, and pulmonary function.

“There are a lot of solutions on the market that do bits and pieces, but Amcom provides the total package for critical communications in our diverse environment. We’ve used Amcom’s contact center solutions for years, and now can layer on the encrypted smartphone communications and clinical alerting with Cisco and Rauland to boot.”

Bob Adams

Information Services Director, Bay Area Hospital

Emory Healthcare — Atlanta, GA

Beds: 1,830 **Smartphones:** Goal of 2,000



Currently, Emory Healthcare is using the Amcom Mobile Connect application to migrate remaining pager users off of pager devices and onto a smartphone-based mobile messaging platform. Emory Healthcare is also bringing new users onto the Amcom system to support a common mobile messaging platform by leveraging Web service integrations and enterprise directories.

In addition to allowing Emory Healthcare to easily scale back pagers without affecting existing clinical operations or procedures, the following are high-level benefits of the Amcom application:

- Ability to receive all messages on a single device; send pages from the application; reply to pages; experience unique ringtones, screen pops and reminder tones for critical pages; and keep personal phone numbers separate.
- Ability to audit message trails; continue to support existing features and processes, such as on-call calendars, status and exceptions, etc.; secure sensitive messages using message encryption; and add business continuity and disaster recovery capability to smartphone-based messaging platforms by leveraging messaging over Wi-Fi.

Future plans for Emory Healthcare’s use of Amcom Mobile Connect include streamlining messages from different integrated sources, such as ticketing systems, utilities alarms, lab management systems and nurse call systems; expanding the features and vision of the product to enable users to more easily manage messages, workflows, presence, on-call schedules and event notifications; as well as consolidating important messages on a single platform and separating those messages from other routine messages.



Kosair Children's Hospital — Louisville, KY (Norton Healthcare)



Beds: 263 **Smartphones:** 250

Kosair Children's Hospital chose Amcom Mobile Connect critical smartphone communications and Amcom Messenger clinical alerting middleware to speed the sharing of important patient updates among staff. The hospital aims to strengthen its mobile communications capabilities overall by bringing together several technologies in an integrated framework. These components include the GE Healthcare Telligen™ nurse call system, the GetWellNetwork® interactive patient care system, Cisco® wireless IP phones, and smartphones.

The ability to use Amcom Mobile Connect for device-to-device communications will also be helpful to Kosair Children's busy staff. This method of HIPAA-compliant, traceable communications will enable administrators and clinicians to send and receive alerts about time-sensitive concerns with ease. These alerts can be about security measures or dangerous weather, as well as updates such as being at capacity and needing to ensure bed turnover procedures are completed as rapidly as possible.

"Our nursing staff welcomes improvements that aid their productivity because they know how much it can mean to the families in our care."

Scott Stanton

Manager of Service Excellence, Kosair Children's Hospital

St. Michael's Hospital — Toronto

St. Michael's

Beds: 475 **Smartphones:** Goal of 250

St. Michael's Hospital is relying on Amcom Mobile Connect to send encrypted critical messages to staff on their iPhone® and BlackBerry® smartphones as well as iPad® tablets. A key component of St. Michael's decision to select Amcom Mobile Connect was the ability of physicians to use the solution to acknowledge and respond to a message using a smartphone or tablet.

Amcom Mobile Connect integrates with St. Michael's Cisco® phone system and other Amcom solutions, improving staff communications facility wide. The hospital uses the Amcom operator consoles to field internal and external calls, as well as initiate messages and code calls. The Amcom web directory is used to manage on-call schedules throughout the organization, providing everyone with up-to-date information. St. Michael's can also use this solution to initiate pages and view the smartphone and tablet communications audit trail.

"Amcom Mobile Connect and the contact center solutions have helped us reduce the amount of time spent tracking staff members down and allows for more efficient and accurate communications."

Frank Garcea

Director of IT Infrastructure, St. Michael's Hospital

WakeMed — Raleigh, NC



Beds: 870 **Smartphones:** 1,000

WakeMed Health & Hospitals will roll out Amcom Mobile Connect for 1,000 users. The healthcare system has already centralized its contact center communications using Amcom's operator consoles, web-based on-call scheduling, emergency notification, and speech recognition solutions. The addition of smartphone communications will expand the reach of this foundation with traceable, highly secure mobile messaging for busy clinicians who need immediate contact regardless of their physical locations.

"Amcom Mobile Connect's security features, traceable messages, and ease of communication with different types of devices will assist our doctors and promote safe information sharing for our patients."

Lisa Forte

Manager, Systems Call Center, WakeMed Health & Hospitals



WakeMed Health & Hospitals in Raleigh, NC