CLINICAL MOBILITY CASE STUDIES

BENDIGO HEALTH — VIC., AUSTRALIA

Beds: 653   **Wi-Fi Phones:** 400

Bendigo Health recognised the value of sharing crucial information via mobile communication devices, but was challenged by the variety of devices and systems needing to be connected throughout its facilities. The organisation currently supports a wide array of Cisco® wireless phones, BlackBerry® and other smartphones, Rauland-Borg® and Merlon® nurse call systems, pagers, desktops and tablets.

Because of its demonstrated ability to integrate virtually any communications device, Spok® Messenger was chosen to enable quick, accurate messaging across all device platforms. The solution is used to deliver alerts sent from the nurse call, duress and monitoring systems to staff's mobile devices throughout the facilities.

> "We're convinced that by pushing the envelope with wirelessly advanced systems, we can enhance efficiency and effectiveness, improve onsite safety, and provide better patient care."

Phil Coppin
ICT Operations Manager, Bendigo Health

EMORY HEALTHCARE — ATLANTA, GA.

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

Currently, Emory Healthcare is using the Spok Mobile™ 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 Spok 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 Spok 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 Spok Mobile 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.
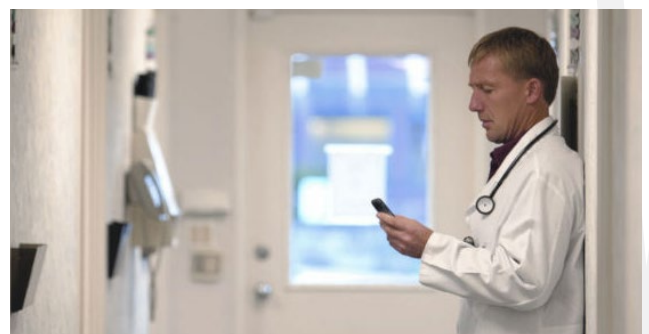
CASE STUDIES

KOSAIR CHILDREN'S HOSPITAL (NORTON HEALTHCARE) — LOUISVILLE, KY.

Beds: 263   **Smartphones:** 250

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

The ability to use Spok Mobile 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

WAKEMED HEALTH & HOSPITAL IN RALEIGH

ST. MICHAEL'S HOSPITAL — TORONTO

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

St. Michael's Hospital is relying on Spok Mobile 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 Spok Mobile was the ability of physicians to use the solution to acknowledge and respond to a message using a smartphone or tablet.

Spok Mobile integrates with St. Michael's Cisco phone system and other Spok solutions, improving staff communications facility wide. The hospital uses the Spok operator consoles to field internal and external calls, as well as initiate messages and code calls. The Spok web directory is used to manage on-call schedules throughout the organisation, 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.

> "[Spok Mobile] and the contact centre 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, N.C.

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

WakeMed Health & Hospitals will roll out Spok Mobile for 1,000 users. The healthcare system has already centralised its contact centre communications using Spok'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.

> "[Spok Mobile'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 Centre, WakeMed Health & Hospitals

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