EISENHOWER MEDICAL CENTER
Health Care As It Should Be

Clinical Communication Transformation – The Power of Secure Smartphones at the Bedside

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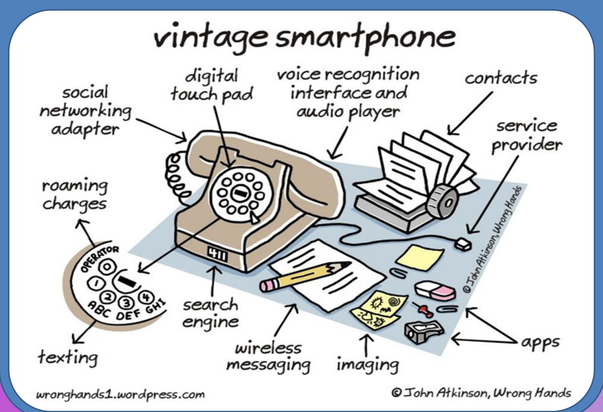
Problem Pictorial



Organization

EISENHOWER MEDICAL CENTER
Health Care As It Should Be

- **Not-for-profit, academic, community hospital**
  - 463 licensed beds with 71 clinics
  - 3,500 employees; 496 affiliated physicians
- **2015 Awards & Recognition**
  - Most Wired Hospital since 2012
  - Magnet Recognition® & NICHE Recognition®
  - Leapfrog Hospital Safety Score A
  - Ranked in Top 50 US Cardiovascular Hospitals *(Truven Health Analytics)*
  - LGBT Healthcare Equality Leader since 2013 *(Healthcare Equality Index)*

Health IT Value™ Results

S **Satisfaction:** Improved Internal Communication
"Efficient Alarm System"
"Easy Access to Care Team"
"Immediate Patient Data"
"Clinical Mobility"
"Community Quality"

T **Treatment/Clinical**: Improved Care Coordination and Environment
- 95% text communication
- < 1 minute to contact care team
- 16% noise reduction

E **Electronic Information/Data**: Critical Lab Alerts
- 100% < 1 minute

P **Patient Education**: Marketing and Signage
- Phone cover logo & patient orientation

S **Savings**: Time
- 1,000 RN footsteps saved per shift

Conceptual Model

Health IT Value STEPS™

Health IT creates five kinds of value of benefit to patients, healthcare providers and communities.

http://www.himss.org/ValueSuite

S **Satisfaction**
Patient; provider Staff; Other
Improved email with patients; improved patient education scores; ***improved internal communication***

T **Treatment/Clinical**
Safety; Quality of Care; ***Efficiency***
Improved patient safety; reduction in medication errors; reduced readmissions; improved scheduling

E **Electronic Information/Data**
Evidenced Based Medicine; Data sharing and Reporting; Increased use of evidence-based guidelines; increased population health reporting; ***improved quality measures reporting***

P **Prevention and Patient Education**
Improved disease surveillance; increase immunizations; longitudinal patient analysis; improved patient compliance

S **Savings**
Financial/Business; ***Efficiency savings***; Operational Savings; Increased volume; reduction in days in accounts receivable; reduced patient wait times; reduced emergency dept. admissions; improved inventory

Solutions

Lessons Learned & Implications

Lessons Learned

Structural Factors
Triple check Wi-Fi coverage
Centralized device storage
Signage about clinical smartphone usage
Smartphone cases with logos
Import PBX master communication directory

Implications

Centralized Communication Hub
Quick Launch Authentication
Physical Device Security
MDM Utilization
Wi-Fi Coverage
ADT, Laboratory & Radiology Integration
Nurse Call Integration
PBX Phone integration
Data Center

Purpose & Design

- To evaluate the impact of smartphones at the bedside: the quality of interprofessional communication, timeliness of critical lab result reporting, nurse and physician satisfaction, unit noise reduction and RN footsteps saved.
- ***Phase One***: Fall 2014 Pilot Study – Hospitalist Unit completed
  Phase Two: Spring 2015 ED, Observation Unit, Acute Rehabilitation
  Phase Three: Fall 2015 ICU
  Phase Four: Spring 2016 - Enterprise plan

Clinical Feedback

References

Amcom Software, (2012) *Six Lessons Learned About Hospital Smartphone Integration.* [White Paper].

Parker, C., (2014, November) Evolution or Revolution? Smartphone use in nursing practice. *American Nurse Today, 9 (11)* 1-4.

Thomairy, N., Mummaneni, M., Alsalamah, S., Moussa, N., Coutasse, A., (2015, October – December) Use of Smartphones in Hospitals. *Health Care Manager, 34 (4)* 297-307.