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AnMed Health optimizes staff communication and efficiency with a unified mobile solution

AnMed Health Medical Center is a 461-bed acute care hospital located in Anderson, South Carolina. It is the anchor facility for AnMed Health, South Carolina's largest independent, not-for-profit health system, which has offered leading-edge healthcare to residents across South Carolina and Georgia for over a century.

The hospital provides a wide range of traditional and advanced healthcare services, including open heart surgery, emergency/trauma medicine, stroke and neurological care, and diagnostic imaging and laboratory medicine.

As a state-of-the-art regional medical center, AnMed Health has continuously prioritized innovation in all aspects of patient care, including in-hospital staff communications and alerts.

As part of this commitment, the organization began efforts in 2015 to converge many of its conventional systems into a unified mobile solution that would also readily integrate with its newly deployed EHR system, EPIC.

Industry
Healthcare

Overview
As part of its commitment to innovation and excellence in all aspects of patient care, AnMed Health Medical Center took aim at converging its conventional staff communications and alerts systems into a unified mobile solution that would integrate with its EHR system and empower their staff to work more collaboratively and efficiently.

Solution
- Spectralink PIVOT smartphones
- EPIC electronic healthcare records
- Connexall alarm management
- Philips alarm system management
- Voalte collaboration solutions

Results
- Improved staff visibility and connectivity
- Streamlined access to information
- Centralized alerts and notifications
- Enhanced clinical workflow efficiency

ANMED HEALTH
We're in this together.
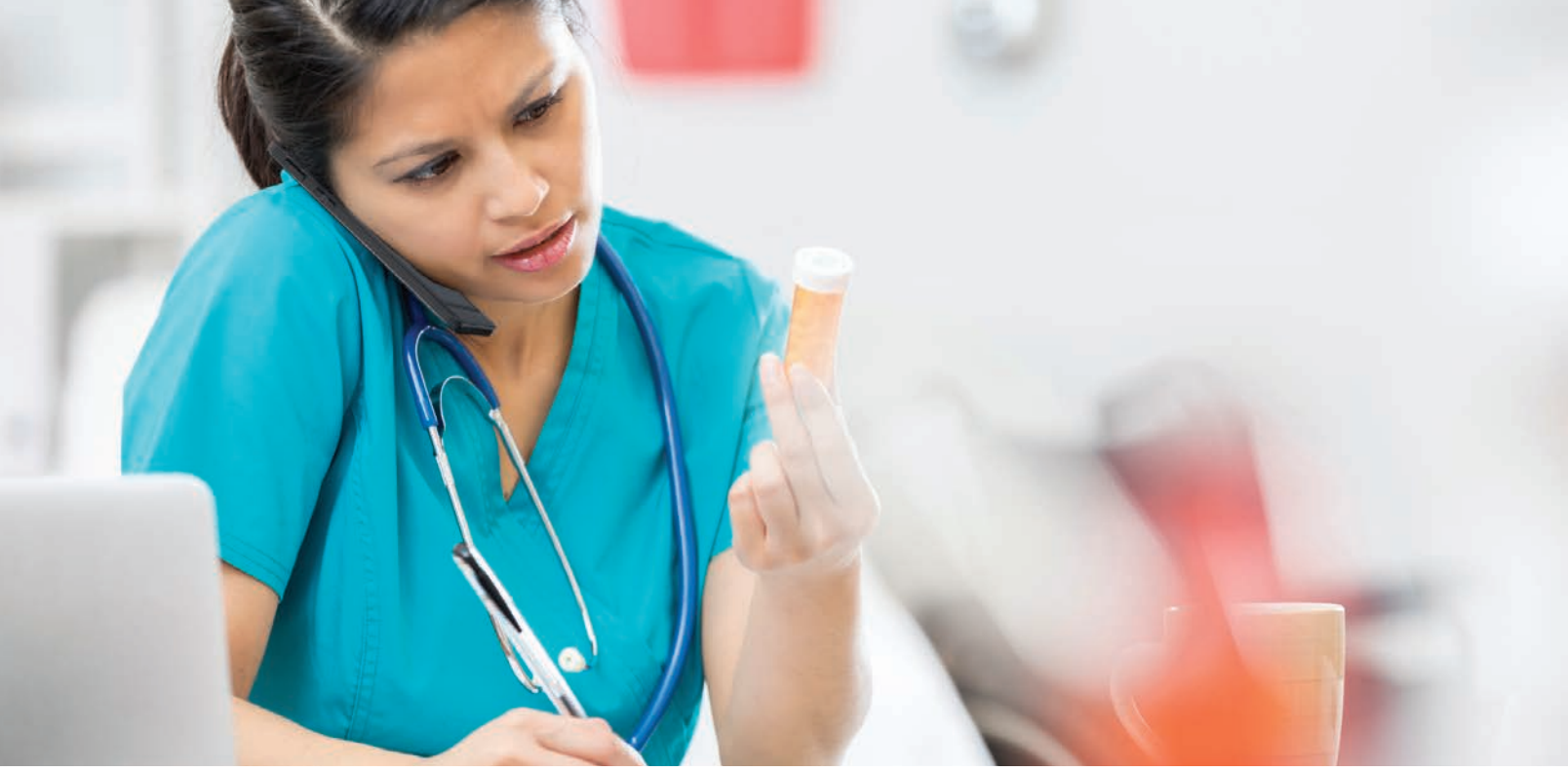
The challenge: Converging technology without complicating workflows

"Our goal was to create a solution that could incorporate our phone system, nurse call system, patient monitoring alerts and secure texting — as well as EPIC," explains Paul Hubbard, AnMed Health's Director of Nursing for Behavioral Health and Neurosciences, who served as the lead project coordinator on the convergence initiative.

By integrating and mobilizing these disparate systems and capabilities, the hospital sought to improve connectivity and coordination among its care teams and units while helping to streamline clinical workflows — efforts that would also help enhance patient care.

To be successful, however, Hubbard emphasized that the solution needed to be easy to use and integrate into the staff's current workflows.

> " We wanted to make sure workflows were not disrupted or changed by technology. We needed a solution that would work the way our staff works, not the other way around. "
>
> - Paul Hubbard, AnMed Health's Director of Nursing for Behavioral Health and Neurosciences

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## The solution: Bringing together the right solutions — and partners

Creating a truly cohesive solution that measured up to the hospital's demands and the staff's expectations would require a virtual ecosystem of collaborative partners and technologies — starting with the right clinical smartphone.

> " Choosing the right phone was really core to our solution success. We brought in multiple vendors... Everyone was able to hold and use the different devices and then vote on the one they liked the most. "
>
> - Paul Hubbard, AnMed Health's Director of Nursing for Behavioral Health and Neurosciences

Spectralink's PIVOT smartphones ultimately emerged as the winner, earning staff votes and confidence for its rugged yet sleek design and HIPAA-compliant features and functions. The PIVOT smartphones also met EPIC integration standards, which was a key solution requirement for the hospital's convergence goals.

Spectralink also provided another key advantage: established partnerships with Connexall, Voalte, and Philips which ensured complete integration of the hospital's existing systems, smoothing the way for staff to easily access alerts, patient information, directory information and assignments directly — without adding time, steps or complexity to their busy day-to-day tasks.

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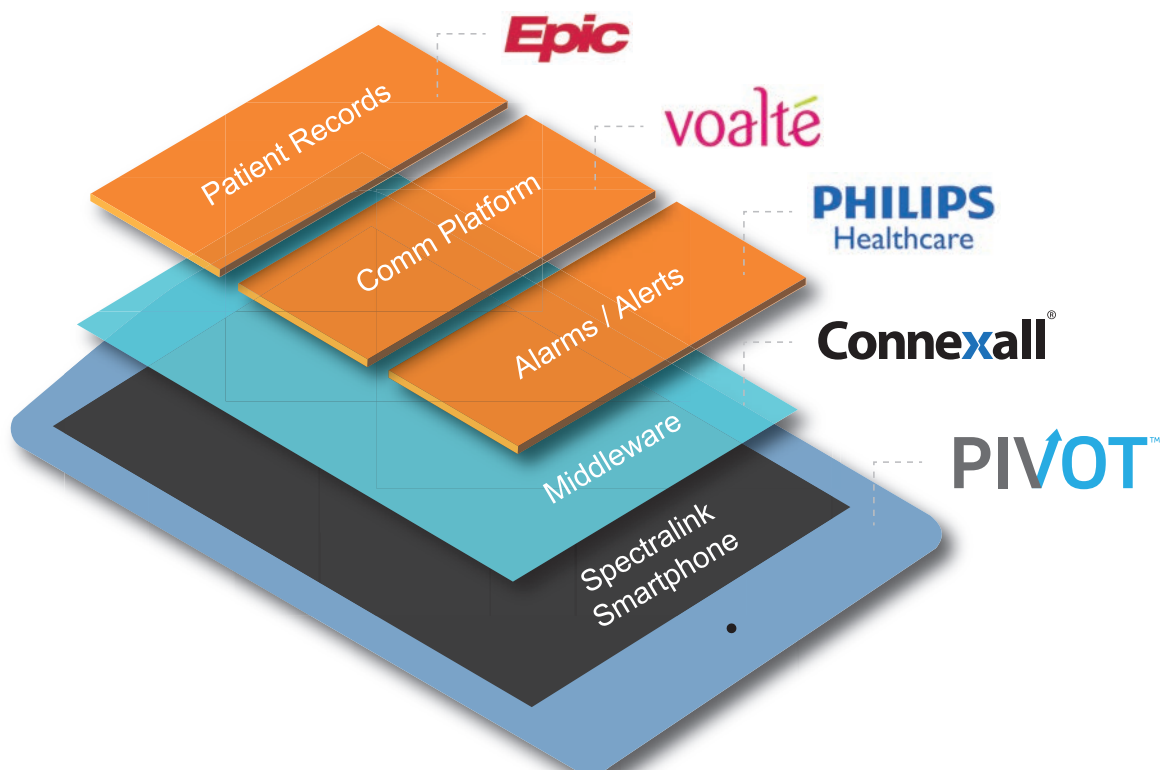
The results: Improving staff communication, collaboration and efficiency

The new solution is already delivering time-saving benefits for nurses and other clinicians while increasing team visibility and connectivity within various care units.

With access to unit directories right on their phones, for example, staff can see at a glance who is assigned to their unit and their patients on any given day or shift as well as when they arrive and login to the system. This means they can quickly connect with the most appropriate available person when different needs arise.

More advanced messaging capabilities also improve workflow efficiencies for unit managers and directors. For example, they can choose to send texts to entire units or only to those who are logged in to their phones to address immediate patient care needs.

"We now have so many ways to find and communicate with people throughout the hospital," Hubbard says.

Despite the newness of the solution, the hospital has noticed significant impact on staff behaviors when it came to "how" they are communicating with their teams. Direct and effective messaging is increasing care response times and patient handoff, helping to deliver more effective and personalized patient care.

Conclusion

Spectralink empowers hospitals to deliver better patient care with our clinical mobility solutions that integrate seamlessly with hospital networks and leading healthcare applications. By working in partnership with our clients and strategic partners, we can create solutions that directly support and enhance clinical staff workflows while enabling better communication and collaboration among care team members.

Spectralink enables modern healthcare in motion. Learn more at www.spectralink.com.

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About Spectralink

Spectralink transforms healthcare communications by providing mobile solutions for hospitals worldwide. Our robust wireless communication devices integrate seamlessly with leading healthcare applications and innovation partners — providing superior voice quality and secure, compliant data access. Spectralink empowers clinicians to improve patient outcomes, enhance clinical quality and safety, and optimize costs.