THE PHYSICIAN PERSPECTIVE: THE CRITICAL VALUE OF COMMUNICATIONS
TODAY’S SPEAKERS

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Spok
ABOUT DUKE HEALTH

• Located in Durham, NC
• 3 hospitals
• 16,627 full-time employees
• 66,000 inpatient stays
• 2 million outpatient visits
• Nationally ranked in 23 specialties
ABOUT PENINSULA REGIONAL MEDICAL CENTER

- Located in Salisbury, MD
- 3,500 employees
- 400 community based physicians
- 21,000 admissions
- 95,000 ED visits
- 288 acute care beds
- Regional trauma center
- EPIC version 2015 Nov. 1 2016
As leaders in your health systems, what do you think your role is for fostering care team communications?

Amount wasted by U.S. hospitals every year due to communications inefficiencies

$12B

Journal of Healthcare Management
We’re seeing clinical leadership put communication technology at the same level of their EHR. How are you doing that?

21% of sentinel events cite communications as the root cause

The Joint Commission
How are you using communications to align with your organization’s mission?

Duke Health
Advancing Health Together

Peninsula Regional Health System
Improve the health of the communities we serve

spök
One of the biggest challenges is “Who the heck do I call?”

How are you tackling that in your organizations?

14% of pages are sent to a doctor not on duty or on-call

Spyglass
With EHRs, every organization has a training and change management program. Do you view communication technology implementations as following similar processes?

63% of CIOs surveyed report their hospital does not have a formal process to quantify the success of mobile projects. Spok
Physicians have traditionally used pagers, and some still love them. How do you deal with blending those, and what do you see as the evolution?
LOOKING FOR MORE INFO?


SOURCES FROM TODAY’S PRESENTATION

• Spyglass Consulting Group, Point of Care Communications for Physicians
  http://bit.ly/2v6e2Ua

• Journal of Healthcare Management, Quantifying the economic impact of communication inefficiencies in U.S. Hospitals

• The Joint Commission Online, April 2015
QUESTIONS?