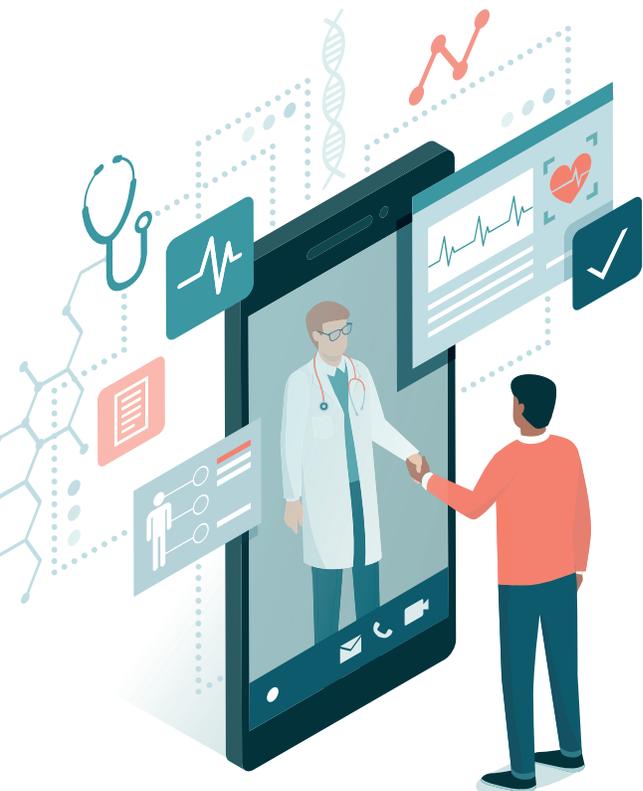




It's not surprising that, with so many crucial things to accomplish each day, internal employee communications can become scrambled or misunderstood after a chaotic day at a small or rural hospital. Budgets are small and resources are often lacking. This in turn often leaves the staff at critical access hospitals in a difficult position. On one hand they are responsible for keeping track of all patient's important information. On the other hand they are deprived of tools, methods and resources to perform their jobs effectively.

However, the evolution of mobile unified communications with smart hand-held mobile devices has brought new opportunities for hospitals to deliver integrated communications to their staff. The rapid migration away from dependency on traditional horizontal solutions – pagers, phone systems – to more advanced, purpose-built healthcare software and devices is providing hospitals with affordable options for care team collaboration aid and coherence.

More specifically, organizations can use this technology to establish a digital command center to which all care team members can connect. This improvement on team-based communication will result in better patient care, fewer mistakes, and less costly downtime spent correcting errors. As technology evolves, there are newer solutions to solve these problems in a more effective manner, and it's crucial to understand what problems you may need to solve within your hospital, and how these solutions can help.



Accessibility

Cloud-based solutions deployed across hospitals on affordable point of care (POC) smart mobile devices are easier to implement than you think. They provide a faster path to improved care team collaboration and ROI. A mobile device strategy is necessary to support communications facility-wide to drive adoption, satisfaction and productivity. These smart devices should support secure clinical communications and collaboration software and other point of care solutions.

Technology advances have upgraded outdated single-purpose devices with true smart devices equipped with modern operating systems. These smartphone like devices are compatible with a variety of communication CNA clinical applications, and often include integrated barcode, full-shift batteries, and exceptional durability and support.

These solutions on a single smart mobile device can provide information seamlessly to everyone in the patient's circle of care. It significantly reduces the response time among the care team and eliminates collaboration-related medical errors.

Improved care team collaboration in healthcare can aid in:

- Better patient outcomes
- Faster decision-making
- Higher patient satisfaction
- Reduction in clinical communications-related errors
- Improved nurse-to-physician and nurse-to-nurse communications
- Higher productivity from staff overall
- Higher employee satisfaction

Consider how much tighter care team collaboration could be when a patient's care team leverages this type of solution. All members could stay abreast of the patient's condition and collaborate on next steps toward wellness.

According to a study published in 2016 by the University of California, San Francisco, more than a quarter of hospital readmissions could have been avoided with improved communication.



Security

Instant and secure communications on mobile and web devices utilized by the hospital staff and affiliates are critical for both efficiency and privacy.

Nurses, physicians and staff can have immediate access to data and quickly locate and securely communicate with anyone in the patient's circle of care. Support staff can also have a communications tool, without access to protected data, to more effectively communicate inside and outside the facility. The power of this is big cost savings, higher productivity and better patient outcomes.

Insecure communication methods can become a huge liability for healthcare providers, particularly in instances of patient transfers throughout a medical network, or to

another hospital. With data breaches becoming a consistent concern in any industry, it's important to protect your hospital's data by locking it down digitally behind a secure software platform, with a secure networking infrastructure in place.

Additionally, paper-based files and memos are extremely insecure, and provide plenty of opportunities for misplaced forms, lost data, and compromised personal information for patients. Under HIPAA security laws, your hospital or healthcare network would be considered criminally liable and subject to fines for any privacy violations regarding your patients' sensitive medical information.

Real-Time Data

Digital technologies collect health data from individuals, whether on-site or remote, and securely transmit that information electronically to health care providers at another location to closely monitor medical conditions and, if need be, intervene.

Clinical studies show that remote monitoring can lower healthcare costs by reducing the number of in-hospital device evaluations, hospital admissions, the length of stay per cardiac hospitalization, and follow-up office visits.

Additionally, this aids staff within medical centers, in the event of an emergency. If a patient begins to crash, any provider on-hand would be able to administer emergency aid, and notify the patients' primary care team of vital signs and stats at the time of the emergency. This can help lead to a better understanding of why the emergency occurred, and what to watch out for with this particular patient in the future, improving the patient's overall care.

Whether remotely or in-hospital, cloud-based communication solutions can provide healthcare professionals with:

— **patient vital signs**

— **weight of patient, and any fluctuations**

— **blood pressure**

— **blood sugar**

— **blood/oxygen levels**

— **heart rate**

— **electrocardiograms**





Your Reputation

Readmissions are often a necessary evil with patients, particularly ones with chronic illnesses or issues. However, a hospital's readmission rate often reflects how well its patient care is overall, and the efficacy of treatment while the patient is both on-site and post-care. High readmission rates are often a sign something isn't right within your hospital network, and it's crucial to take steps to rectify this issue before it begins to damage your hospital's reputation.

The ECRI Institute's Top 10 Patient Safety Concerns for 2018 cites "internal care coordination" as a patient's 3rd highest concern this year. It's only outranked by concerns about diagnostic errors and the opioid epidemic. This shows that communication breakdowns within the healthcare infrastructure are in the forefront of patients' minds when they're stepping into your hospital.

A study in 2016 by CRICO Strategies estimated that communication failures in U.S. hospitals and medical practices were responsible at least in part for 30 percent of all malpractice claims, resulting in 1,744 deaths and \$1.7 billion in malpractice costs over five years

- Source



ECRI Institute's Top 10 Patient Safety Concerns for 2018

- 1 Diagnostic Errors**
- 2 Opioid safety across the continuum of care**
- 3 Internal care coordination**
- 4 Workarounds**
- 5 Incorporating health IT into patient safety programs**
- 6 Management of behavioral health needs in acute care settings**
- 7 All-hazards emergency preparedness**
- 8 Device cleaning, disinfection, and sterilization**
- 9 Patient engagement and health literacy**
- 10 Leadership engagement in patient safety**

Effective communication at hospitals and health systems contributes to the development and sustainability of a culture of safety. When a culture of safety is crafted within a healthcare facility, patients are more at ease, easier to communicate with, and simpler to treat. Yet, miscommunication remains a consistent and pervasive problem, and causes preventable errors in healthcare that can lead to your organization appearing incompetent or untrustworthy in the long run.

Healthcare is a complex and multi-faceted industry with many ups and downs, and there is no singular solution that will solve every problem in a hospital. However, care team collaboration breakdowns can cause plenty of problems that could have been prevented with a better system in place. The idea of a preventable error causing fatalities or challenges in patient care will keep patients away from your facility, and could put your organization at risk of negligence. Keep patient records safer, reinforce high standards for quality of care, and provide a safer and easier work environment for staff by implementing communications solutions that streamline your operations and help you continue to save lives.

Mobile Healthcare Solution by Agnity and Honeywell

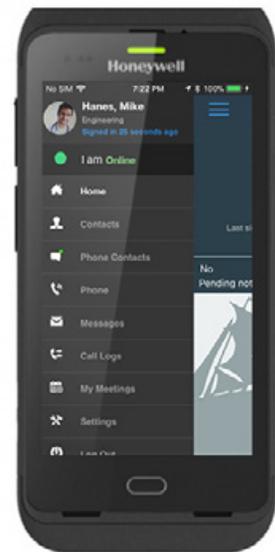
AGNITY MobileCare™ is a cloud-based SaaS care coordination solution for preventive, acute, and post acute care. It supports care team coordination using the new Honeywell CT40 Mobile Computer. It provides patient-centric communications for everyone in the patient's circle of care. It is simple and easy-to-use when running on the new CT40 and will quickly transform clinical staff workflows and effectiveness. By connecting across the diagnostic and treatment continuum from start to finish, healthcare professionals share and utilize real-time data, updates, and results to make better healthcare decisions.

Benefits Include:

- Medical based error reduction
- Improved Outcomes
- Improved Clinician Satisfaction

Ideal For:

- Healthcare Clinical Collaboration
- Admit / Discharge
- Telehealth and Remote Patient Monitoring



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About Appware Solutions

Appware Solutions is a free service that connects businesses with technology solutions. We know that technology can make a business better. We also understand that finding the right technology solution for your unique business can be a daunting challenge. Save time, save money, and reduce stress with our free solutions directory and educational resources.

How we help:

We simplify the research and selection process with our free, comprehensive directory of hardware, software, and bundled solutions for popular applications like point of sale, digital signage, asset tracking, inventory control, mobility, and payment processing.

We provide free resources including articles, eBooks, and guides that are designed to help educate and inform technology buyers.

We do the product research to identify proven solutions that have been tested, certified, and can be bundled to provide best of breed solutions that integrate seamlessly.

We make it easy to find industry-specific solutions that can be customized to meet the unique needs of your business through our "In a Box" series of vetted solutions.

We help find technology providers that offer local sales, service, and support through our nationwide network of certified partners.



Bridging the Collaboration Gap Within Critical Access Hospitals