

SMG3 | RX

Case Study



Transforming Healthcare Communication:
67% of nurse managers reported improved communication, collaboration, and patient care.

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Synopsis

A major Maryland medical system sought to improve communication and response times. SMG3Rx and Zebra Technologies partnered to implement an advanced clinical mobility solution that integrated seamlessly into their existing IT infrastructure.

As a direct result of the clinical mobility solution, 67% of nurse managers reported improved communication, collaboration, and patient care.



The Challenge

This Maryland-based medical network had grown into a much larger organization consisting of multiple hospitals. Their growth combined with their commitment to providing exceptional patient care created significant communication-related challenges within their ecosystem. To further elevate care and streamline workflows, they needed:

- Instant access to texts, alerts, and healthcare data for nurses across the facility.
- Enhanced safety features like prioritized alerts and alarms, duress buttons, and real-time location sharing.
- Flexible device-sharing capabilities to ensure secure access across departments.

Adding complexity, the system relied on an existing private branch exchange (PBX) for communication. Instead of replacing it, they required a solution that could complement and seamlessly integrate with their IT systems.

The Solution

1. A comprehensive, fully integrated Clinical Mobility as a Platform solution from SMG3Rx using Zebra's healthcare-grade mobile devices.
2. Implementation of Zebra's Workcloud Enterprise Collaboration Suite, equipping staff with tools for secure communication and collaboration
3. Consultation, configuration, and deployment by SMG3Rx

The Results

The Maryland medical system saw a significant transformation after deploying SMG3Rx's Clinical Mobility as a Platform solution:

- Nurses responded faster to bedside and emergency alerts with mobile notifications.
- Device-sharing capabilities ensured staff had continuous access to critical apps.
- PBX integration maintained communication stability while expanding mobile capabilities.
- Hands-free safety alerts protect staff in emergencies.

Faster response to emergency alerts

The impact was significant: 67% of nurse managers reported improved communication, collaboration, and patient care thanks to the clinical mobility solution.

The SMG3Rx Role

SMG3Rx delivered:

- Clinical mobility strategy design tailored to the system's needs.
- Device management through tools like Imprivata for identity control.
- Staging, deployment, and lifecycle management for long-term efficiency.
- Device tracking using SMG3Rx EDGE PinPoint to prevent loss and downtime.
- Maintenance, repairs, and managed services for ongoing support.
- Full visibility across the mobile environment to optimize performance.

Conclusion

SMG3Rx's experience in specifying and deploying clinical mobility solutions at scale directly impacts clinicians' ability to communicate effectively and improve workflows. These improvements enable clinicians and IT staff to deliver higher levels of patient care more efficiently, directly impacting patient outcomes.



About SMG3Rx

SMG3Rx provides clinical mobility solutions to many of the largest hospitals and medical systems in the USA.

The top three problems we solve for are:

1. Strategic planning to maximize the impact on patient outcomes from Clinical technology investments
2. Skillful mobile device deployments, up to and including project rescue—taking over where others have failed
3. 24/7 support, backed by a 24-hour replacement program to relieve the burden on IT departments to support daily operations.

For more information, visit SMG3Rx.com

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