



Mobile Strategy for Nurses:

In-Patient Clinical
Communication & Collaboration



Program Presenter



Karen Moore — Clinical Product Consultant and Implementation Specialist

A registered nurse and clinical informaticist of over 30 years, Karen Moore has worked in improving clinical workflow for nurses in the hospital setting. Karen has helped design solutions to improve nurse workflow, throughput operations, and beds and staffing logistics and lends her insight now as Clinical Product Consultant and Implementation Specialist at Telmediq.



Presenter for Q & A



Ben Moore — Founder, CEO

In early 2012, after talking to several healthcare institutions about their current 'Page and Pray' communications methods, Ben learned that there was an opportunity to dramatically improve healthcare communications and ultimately patient outcomes. Telmediq was created and Ben worked closely with several well-respected groups of US healthcare institutions to launch the service.

Ben's primary focus at Telmediq is driving product innovation. He is best known for connecting with customers directly to understand their challenges in order to optimize product development. Ben has played key management roles in two high growth technology success stories (Desire2Learn and Redknee) acting in product, business, and team leadership positions. Ben has authored patents in location-based emergency messaging.

Ben holds a Bachelor's Degree in Systems Engineering from the University of Waterloo, and a Degree in Pragmatic Product Management.



Housekeeping Items

- Today's webinar will last approximately 30 minutes.
- The last 15 minutes will be reserved for audience questions in our Q & A portion.
- Submit questions at any time in chat box appearing on screen and we will address them during the last minutes of the webinar.



Agenda

- Observations in the Industry
- Telmediq Company Overview
- Clinical Communication and Collaboration
- Questions



Cost of Communication Breakdowns



\$12 B*

80% sentinel events

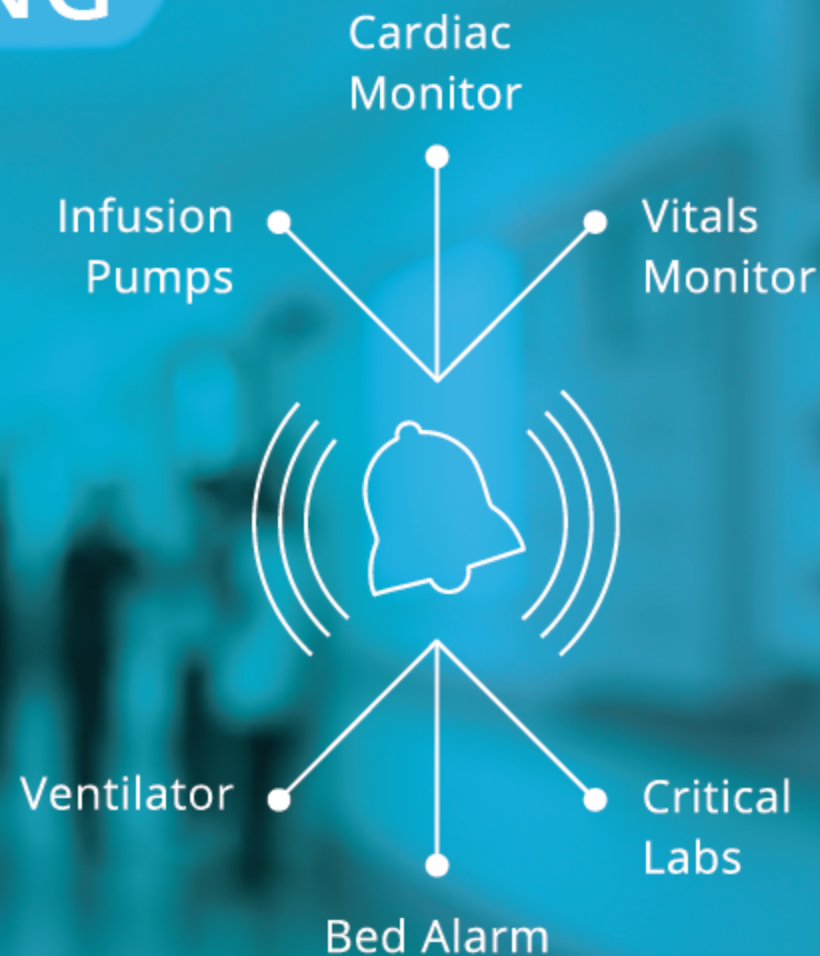
*Ponemon Institute on impact of inefficient communications in healthcare – 2014.



ALARM FATIGUE IS INCREASING

- 170 patient alarms per day¹
- 85 – 95% of alarms are false¹
- Too much background noise

1. HHS - AHRQ December 2015



Critical Lab Results & Orders

- 55.9% of time spent on documentation & care coordination
- 38.6% of time spent at the nurse station
- As much as 30 minutes per day spent signing on and off workstations



A photograph of a medical lab report, tilted at an angle. The report features a grid with various test names and their corresponding numerical results. The text is somewhat blurred but legible.

TEST NAME	RESULTS
UREA	28.2
CREATININE	0.9
TOTAL BILIRUBIN	0.6
ALBUMIN	4.2
GLOBULIN	1.8
A/G RATIO	2.3
SODIUM	138
POTASSIUM	4.1
CHLORIDE	102
BICARBONATE	26
ALKALINE P'TASE	126
(ALT)	126



Care Coordination

- 55.9% of time spent on documentation & care coordination
- At least one interruption every 32 minutes



Challenges

- Don't know who the provider on-call is
- Can't reach the provider
- Don't receive instant notifications of lab results or orders
- Fielding non-clinical tasks
- Too many alarms/alerts

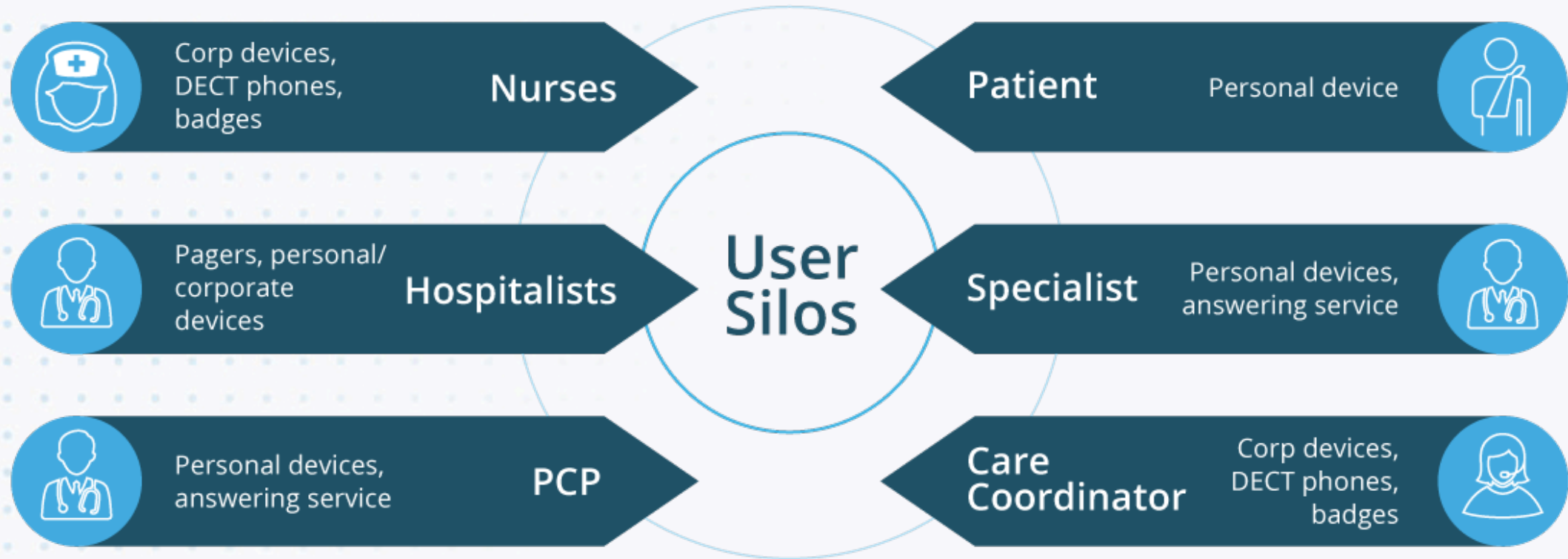


Technology Silos

- Too many vendors
- Increased integration costs
- Manual workflows between systems
- Lack of audit trails and reporting
- Increased support costs
- Multiple sites and care team workflows



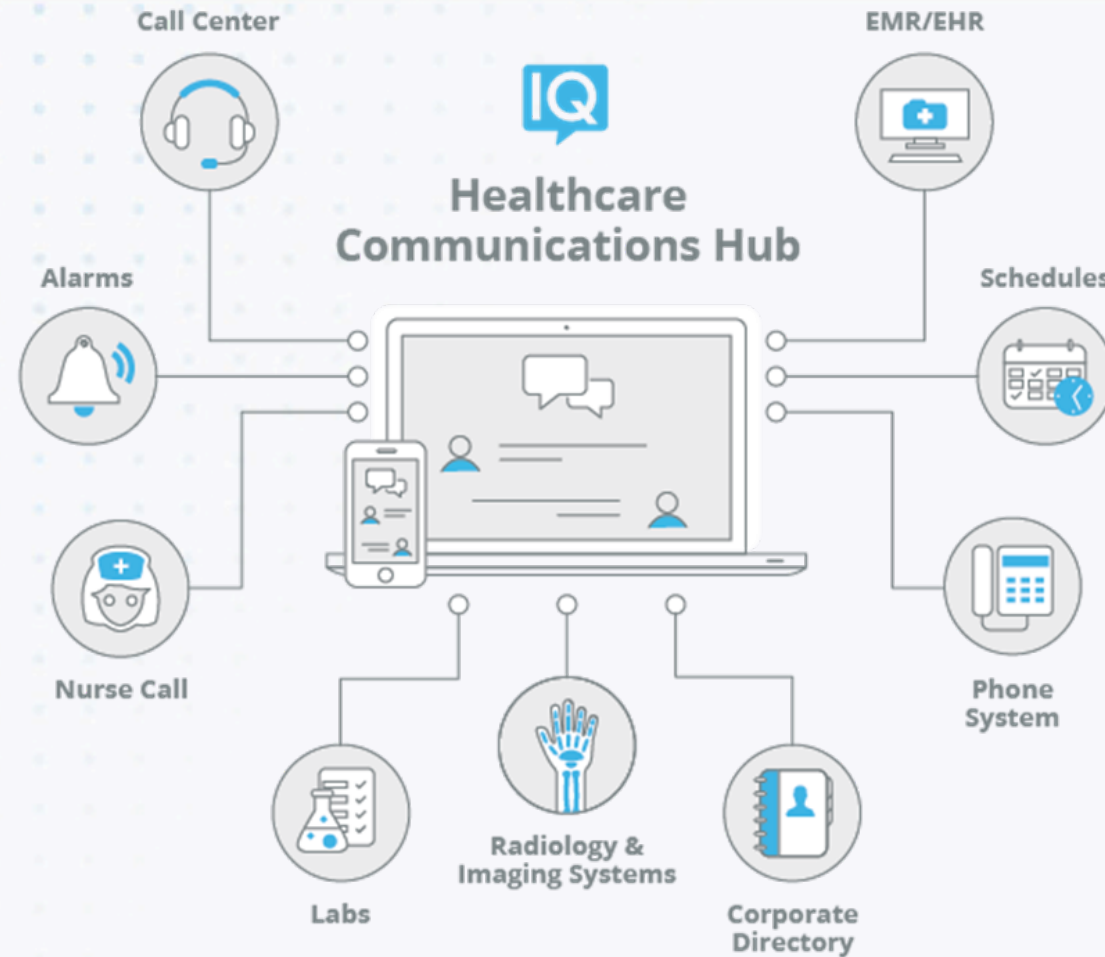
User Silos





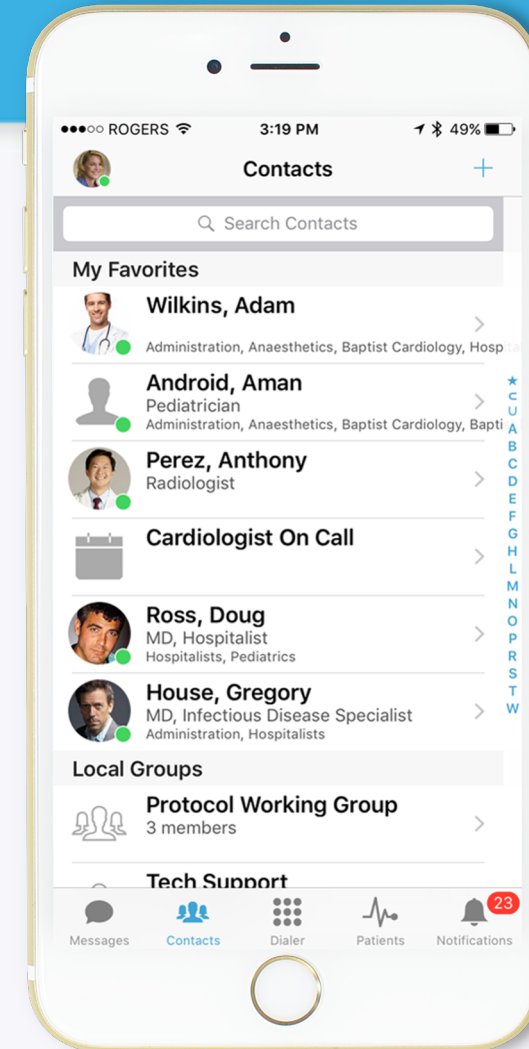
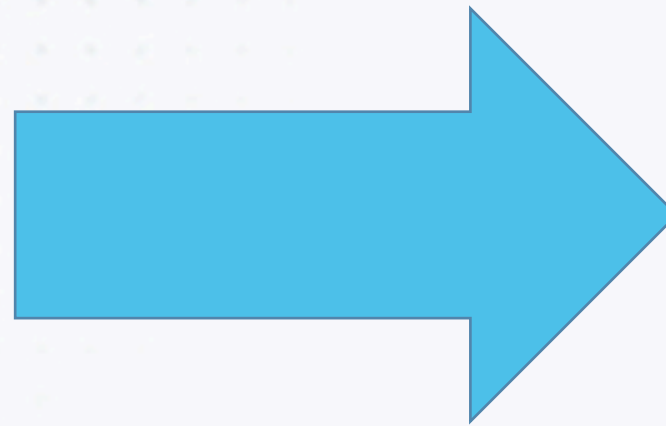
How does a Clinical
Communication &
Collaboration
platform help
nurses?

Unified Communications Platform

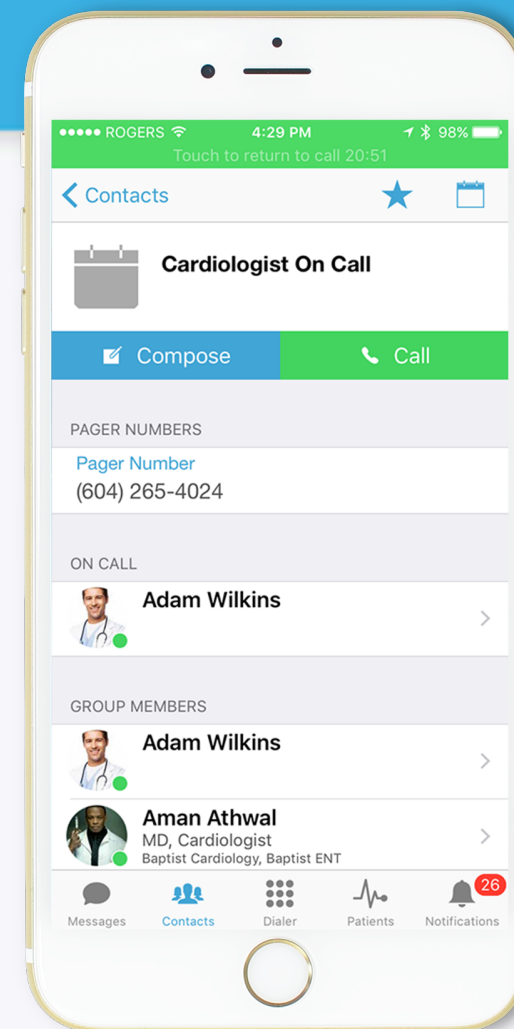
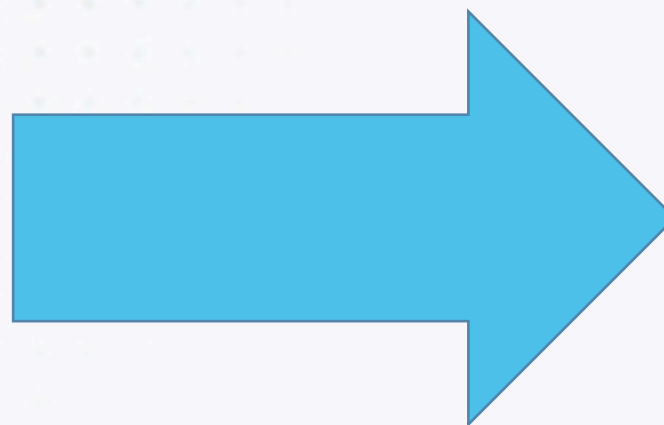


Corporate Directory

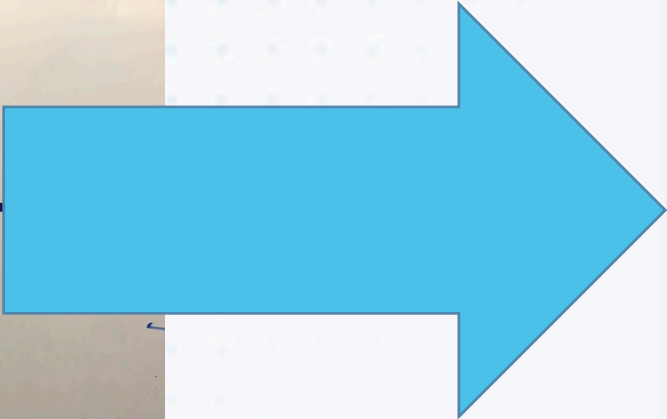
ROPER PHYSICIAN STAFF	
Charlotte GI Specialists (843) 722-8000 Dr. Theodore Gaudin Dr. Marc Noble Back line (843-722-2052)	Surgical Associates of Charleston (843) 722-6420 Dr. George Glick (843-696-6287) Dr. David Bard Dr. Walter "Bert" Blessing Dr. Henry West Dr. Ryan Liberman (843-518-8030) Surgical Associates of Charleston (843) 880-5500 Dr. Robert Pitts (843-564-3408) Dr. David Lucas
Charlotte Vascular Surgery (843) 884-9900 Dr. Jonathan Kettner (cell: 817-855-3331) Dr. Rick Roberts (cell: 214-426-9000)	Charlotte Endocrine (843) 571-1331 Dr. Jorge Lagares Garcia (843-619-1555) Dr. Anthony Pitts (843-619-1555) Chad Robinson M.D. (843-730-0437)
West Ashley Internal Medicine (843) 556-7942 Dr. Gary Kuhn Dr. Don Schweiger Dr. Rhonda Chanson Dr. Stewart East	Physician Lounge x 2074 Ashley River Surgical Associates (843) 722-3885 Dr. Damon Simpson (cell: 843-714-7949)
Charlotte Urology Clinic (843) 884-8945 Dr. Dennis Kubinski (cell: 843-330-0662) Dr. Alan Fogle Dr. Stanley Hall Dr. Francis James (843-214-3-5500) Dr. John Donaldson (cell: 843-234-6222) StoneCenter, Inc. 6824 Mark Prince 609-9607	Cardiology Assoc. of Charleston (843) 571-2939 Dr. Will Wells Dr. Gregory Miller Other Physicians Dr. Anne Edwards (cell: 843-708-1007) Dr. Cheek (cell: 843-860-2526) Dr. Wilkowski (cell: 912-484-8509) Dr. Shores (cell: 843-754-7583) Dr. Christian (843-609-3334) Dr. MacLwaine (843-469-4340)



Schedules



Care Coordination



CCN Brianna
HUC Joanna
MT Eric

Day Shift
02T
21 24 27
41

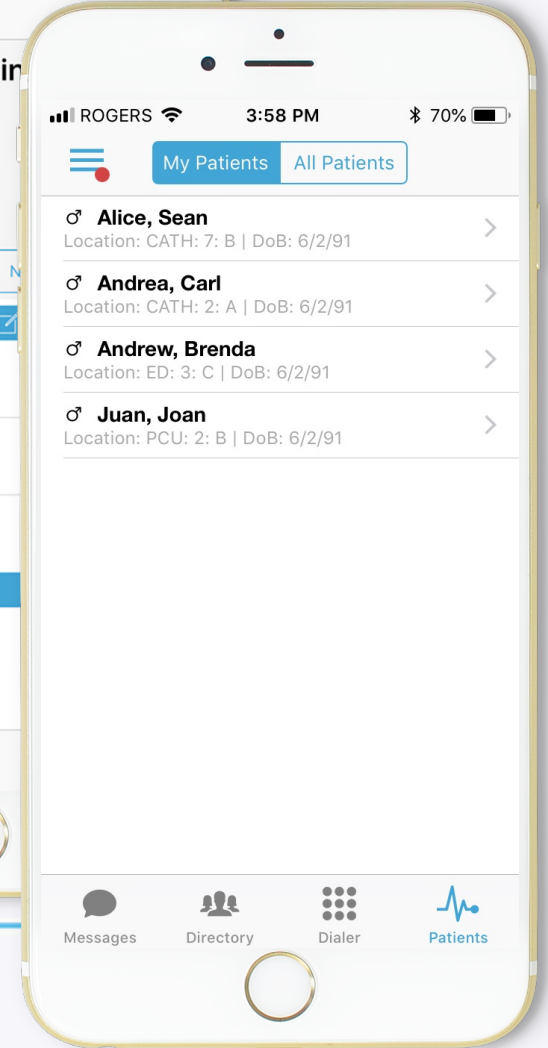
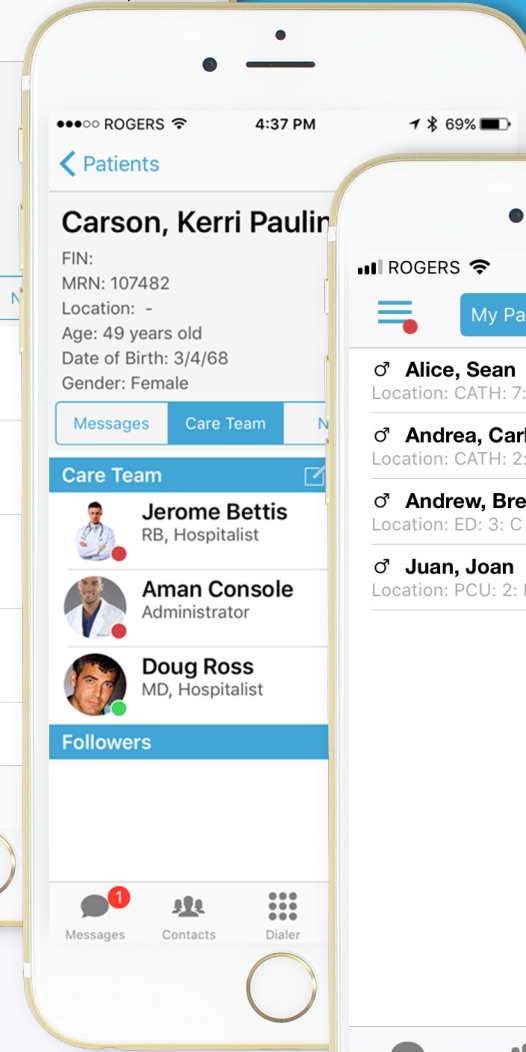
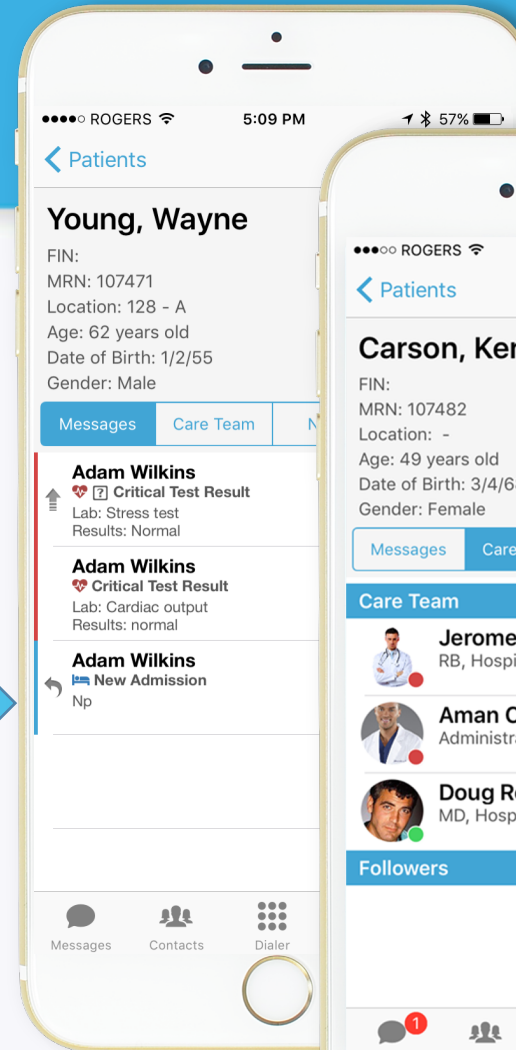
RN
JC 24 25 28 29
Devon 21 22 26 27 37
Sydney 33 34 35 38
Anne Y 32 36 40 41 42
Jen C 23 30 31 39

TECH
Martha 21-31
Yasna
Kaylee 32-42
Carlin → Med/Surg

CCN —
HUC —
MT Thomas
RN —

David 30 33 34 38 38
Lynda 40 41 42 +39
Jyllian 31 32 35 36 23
Natalya 24 25 26 +21
Diane 27 28 29 37 22

TECH
Courtney 21-31
Stephanie 32-42



Care Coordination

ROGERS 4:06 PM 70%

Compose Send

To: Care Team - Juan, Joan

Message Type Consult Request

Attach Record Options

Done

Code Red
Code Silver - Armed Patient
Code White
Consult Request
Critical Test Result
Custodial Request
Echo Alert

ROGERS 10:45 AM 76%

Messages Chat

Today 10:44 AM

Thanks, I'll take a look.

Adam Wilkins

Today 10:45 AM

Jo Wilson

One more for review

Adam Wilkins Read

+ New Message Send

messages contacts calendar patients notifications

ROGERS 4:12 PM 68%

Compose Send

To: Care Team - Juan, Joan

Message Type SBAR (Nurse to Prov...

Attach Record Options

Patient* Juan, Joan

Callback Number (optional)
(250) 588-4806

Situation

Background

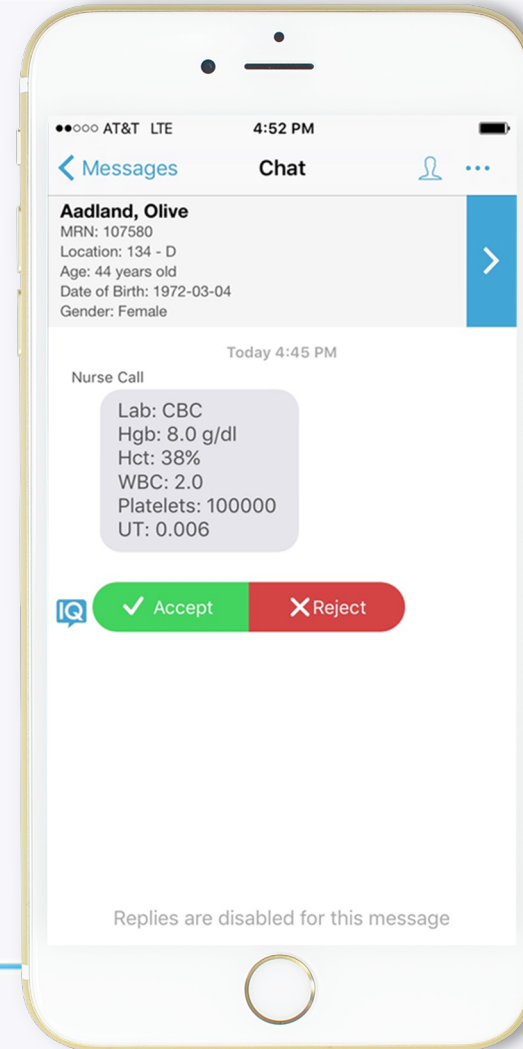
Alarms & Alerts

- Differentiated message types
- Automated messages to PCP
- Easy escalations when required
- Room call back

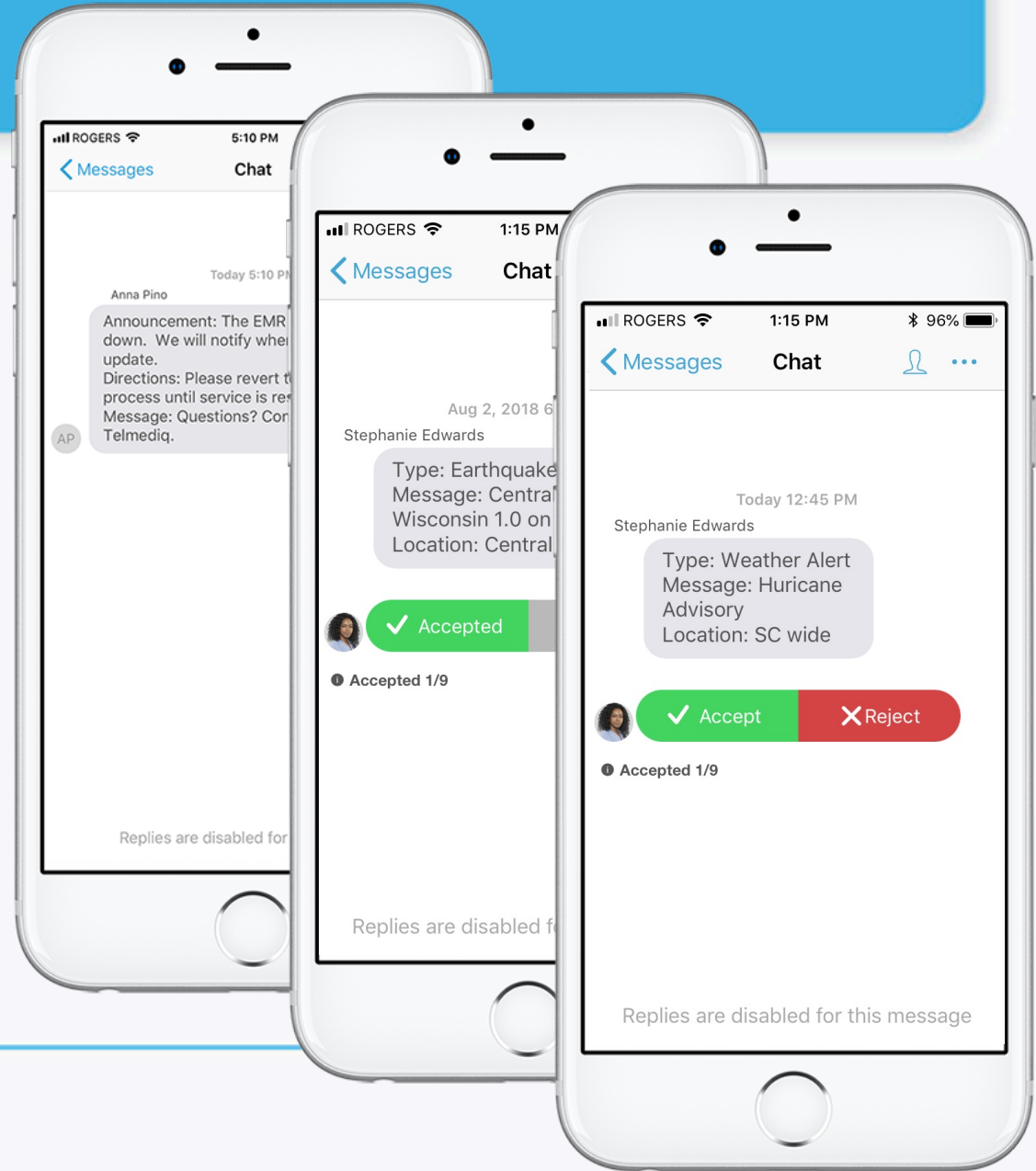


Critical Lab Results & Orders

- Instant notifications
- Sent, received and accept time and date stamps
- Includes patient data

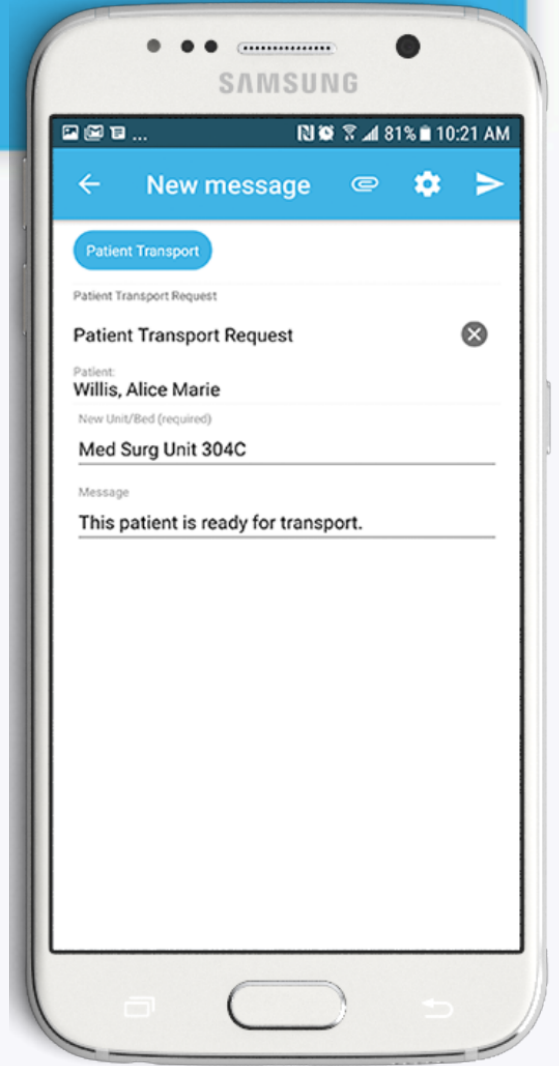


Mass Notifications



Automate Non-Clinical Tasks

- Restock supplies
- Request a bed transport
- Request custodial
- Request water

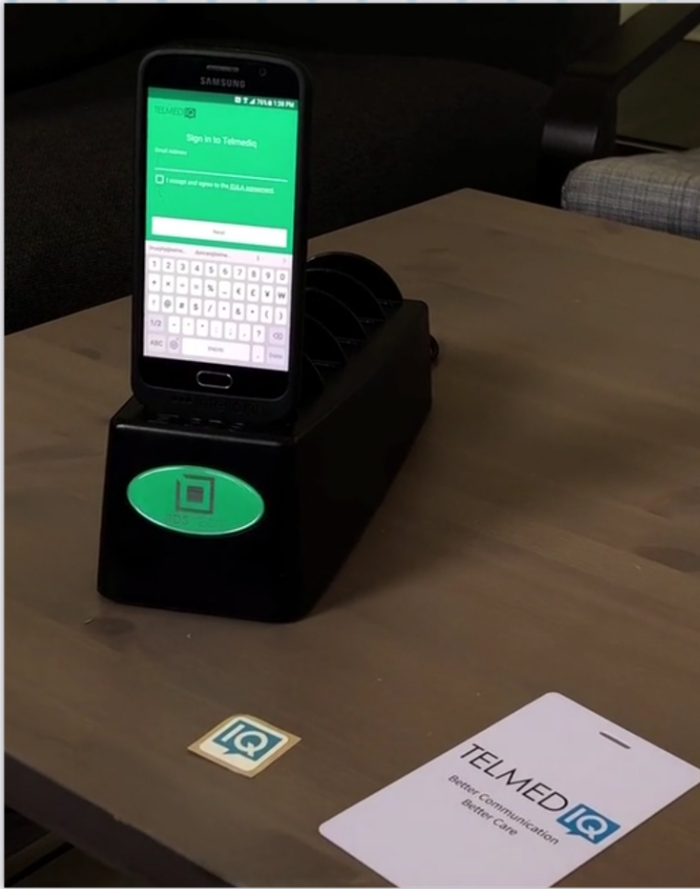


Nurses & Smartphones

- BYOD vs corporate devices
- Device strategy
- Durability
- Sanitization
- Modular charging
- Ergonomics



Nurses & Smartphones



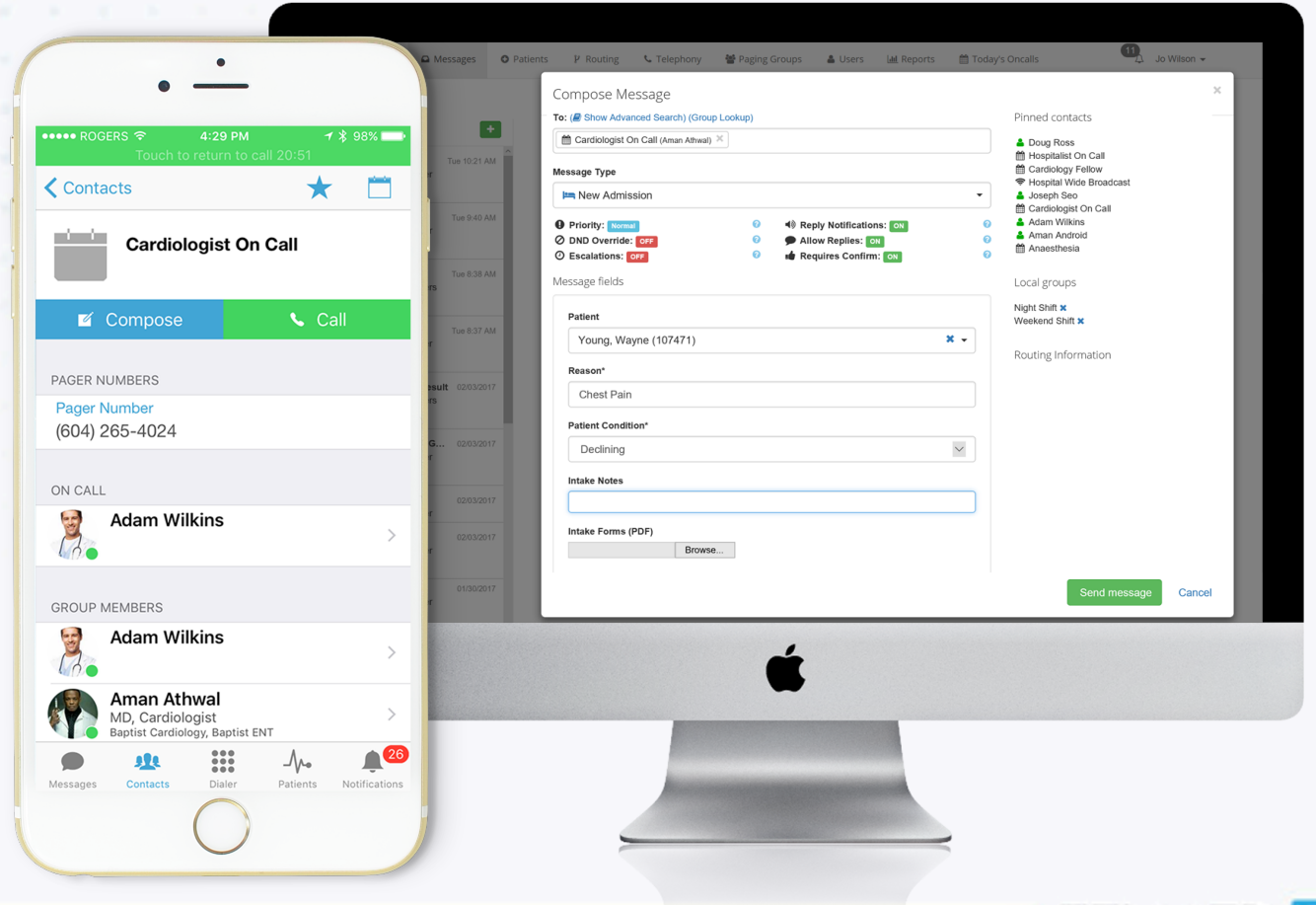
- Address log in/out capabilities
- Secure and able to remotely support/control
- Large screen
- Battery life
- Dual band Wi-Fi capable
- Modern, secure operating systems



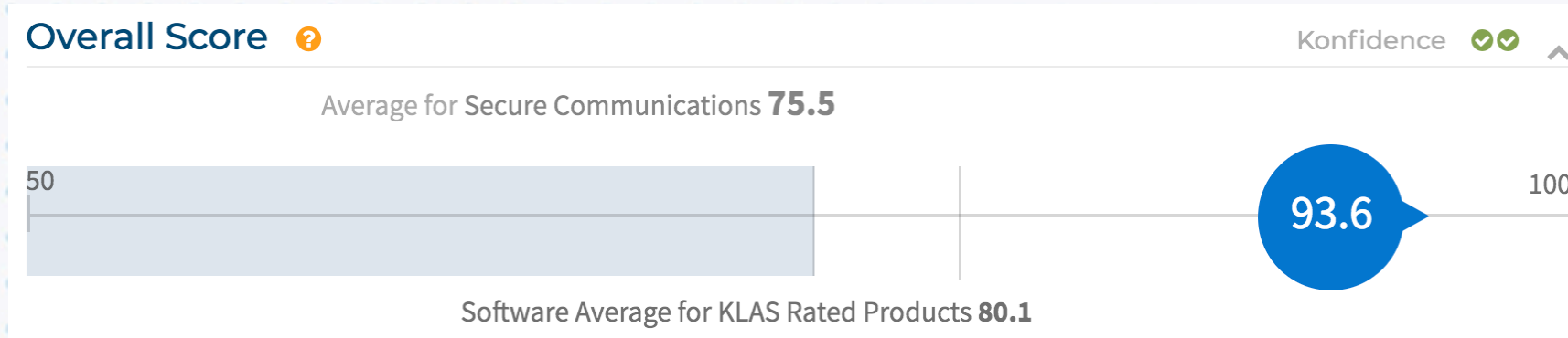
Leverage Existing Infrastructure



HIPAA compliant
clinical communications
platform that simplifies
care coordination and
improves patient safety



KLAS Results



“We occasionally pick a product and discover it was even better than we thought. That is where we are at with Telmediq.” - CEO

“I am very pleased with Telmediq. My satisfaction with the quality is very high. It is simple and slick. Telmediq is excellent.” - VP



Working with Telmediq

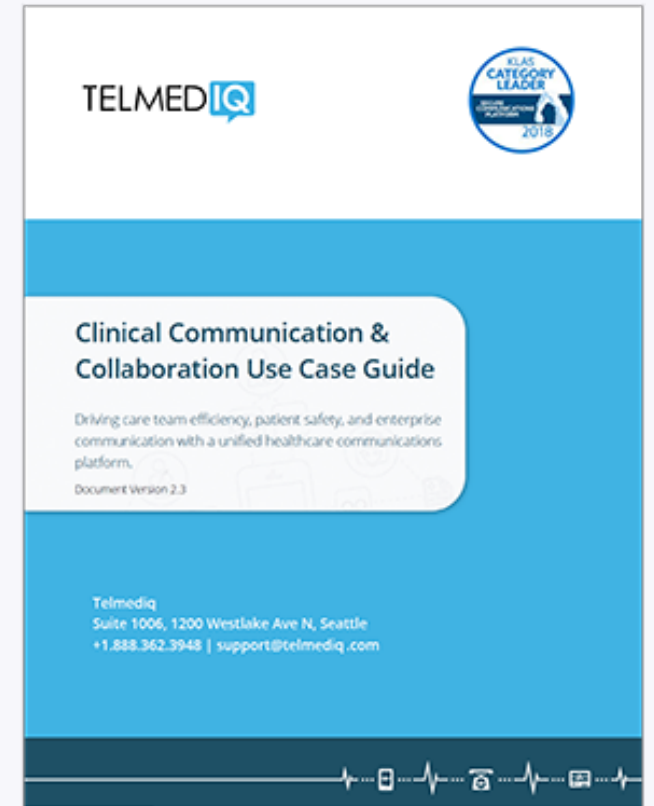
Strategic partner

- Device strategy
- System consolidation and integrations
- 10-day deployment strategy
- Comprehensive training and user adoption plan
- 24/7 support



Request our Use Case Brief, Examples

- Sepsis Alerting
- Alarm Management
- Automated Clinical Messaging
- Verbal Order/Telephone Order Conveyance
- Federating of On-Call Schedules
- Pager Replacement Use Cases
- Paging a Broadcast Group to Alert a Code Team
- After Hours Patient Calls
- Handling Inbound Patient and Family Calls
- Patient 'Status Update' or 'Change In Condition'
- Patient Admission and Discharge Workflows
- Quick Consult Request Based on Call Schedules





Clinical Communication & Collaboration

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