TELMED IQ

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

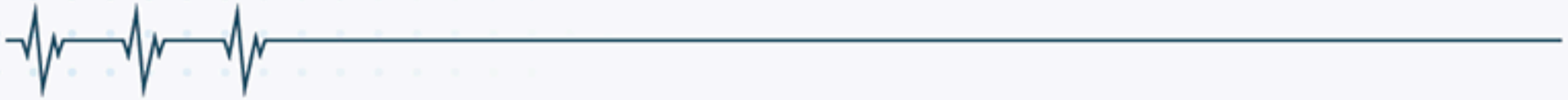
In early 2012, after talking to several healthcare institutions about their current ‘Page and Pray’ communications methods, Ben learned that there was an opportunity to dramatically improve healthcare communications and ultimately patient outcomes. Telmediq was created and Ben worked closely with several 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

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Cost of Communication Breakdowns

$12 B*

80% sentinel events

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

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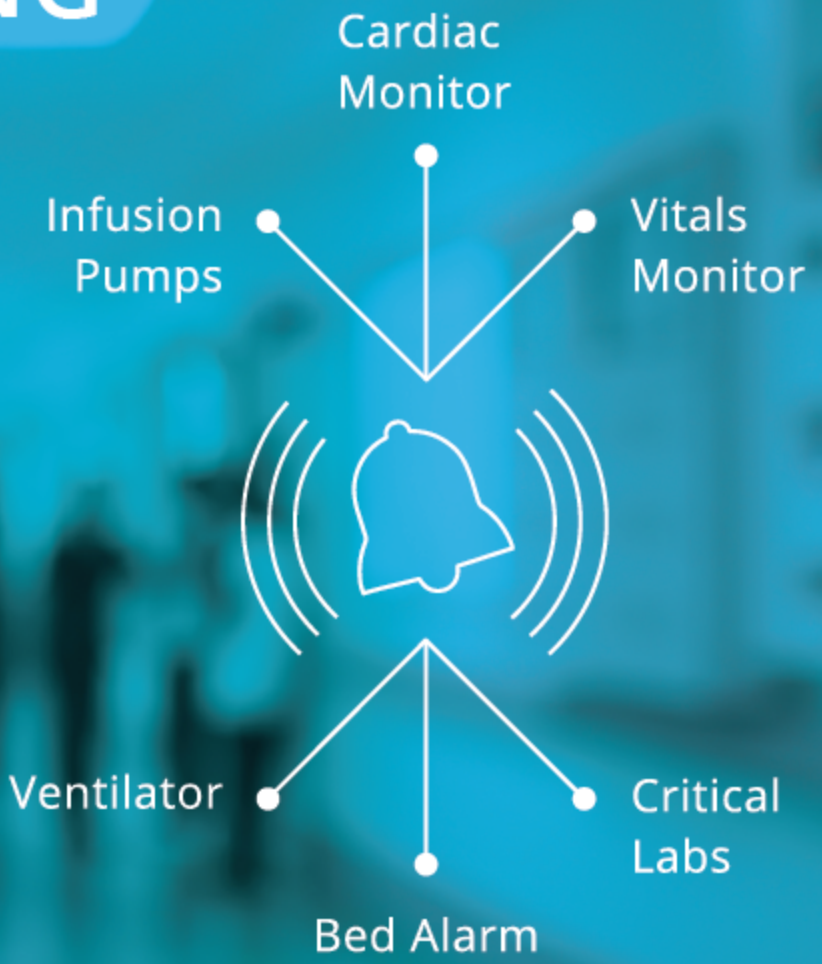
ALARM FATIGUE IS INCREASING

- 170 patient alarms per day[1]
- 85 – 95% of alarms are false[1]
- Too much background noise



1. HHS - AHRQ December 2015

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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

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Care Coordination

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

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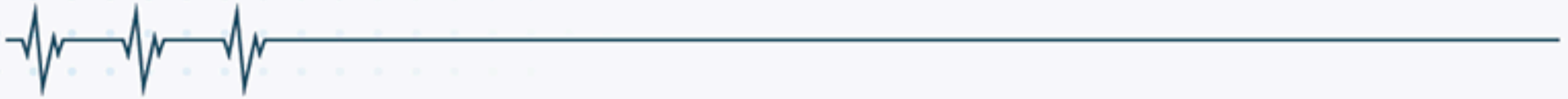
Challenges

- 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



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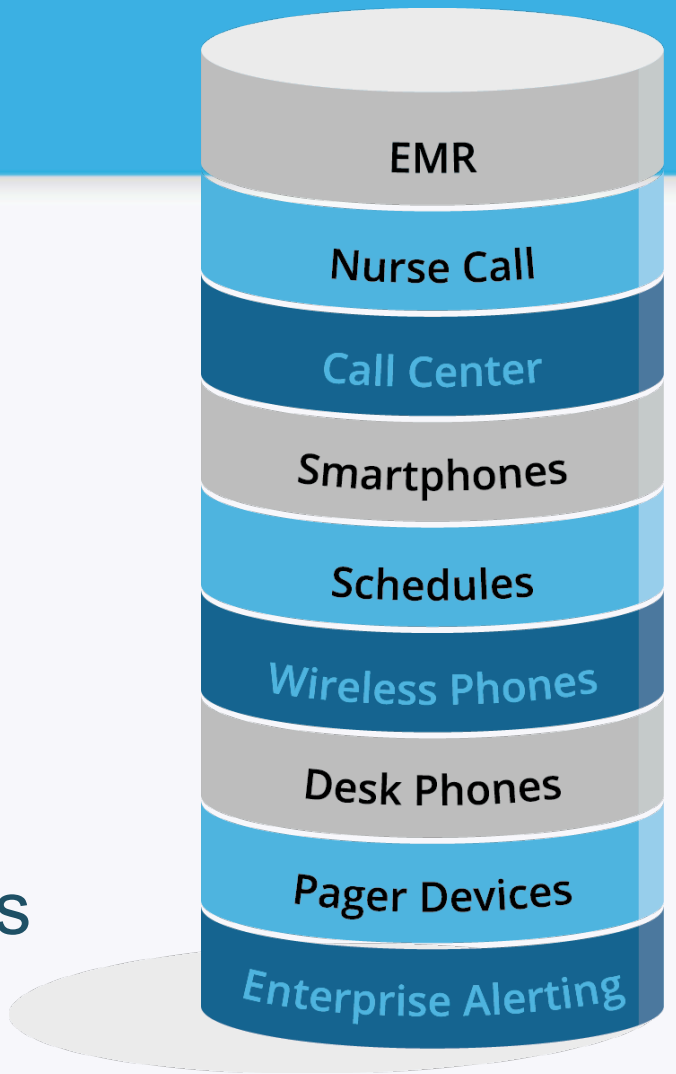
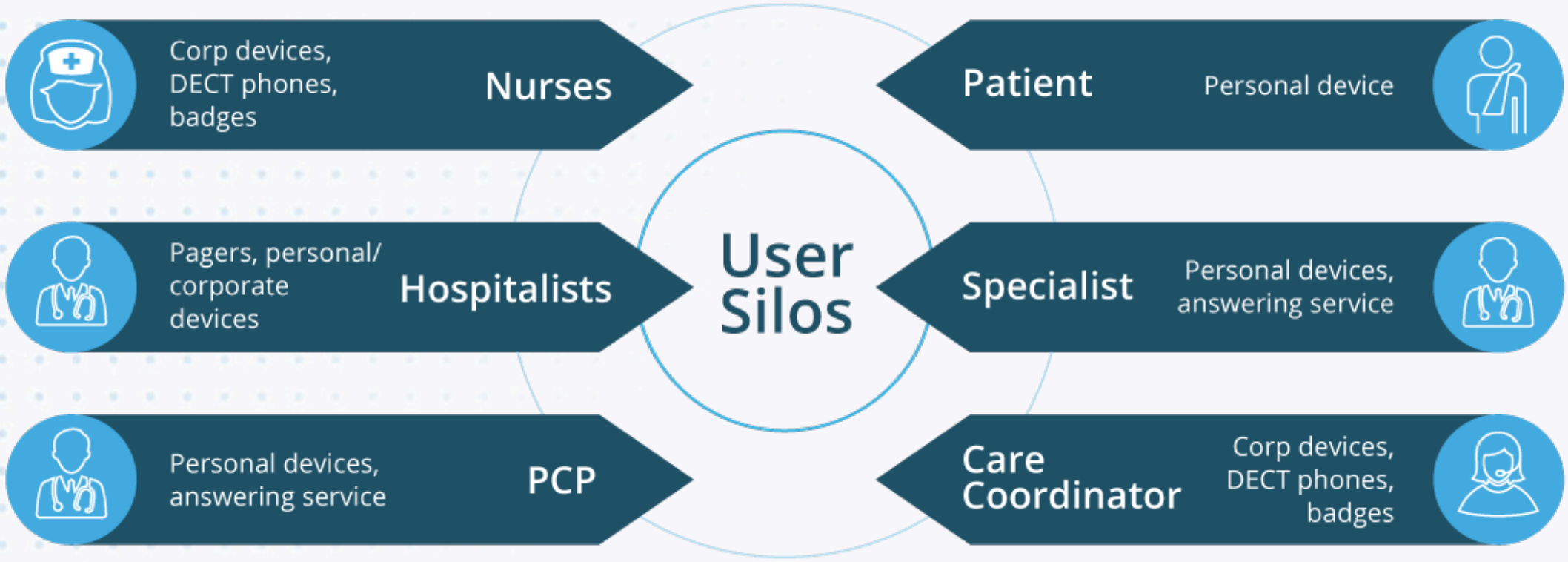
Technology Silos

- 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

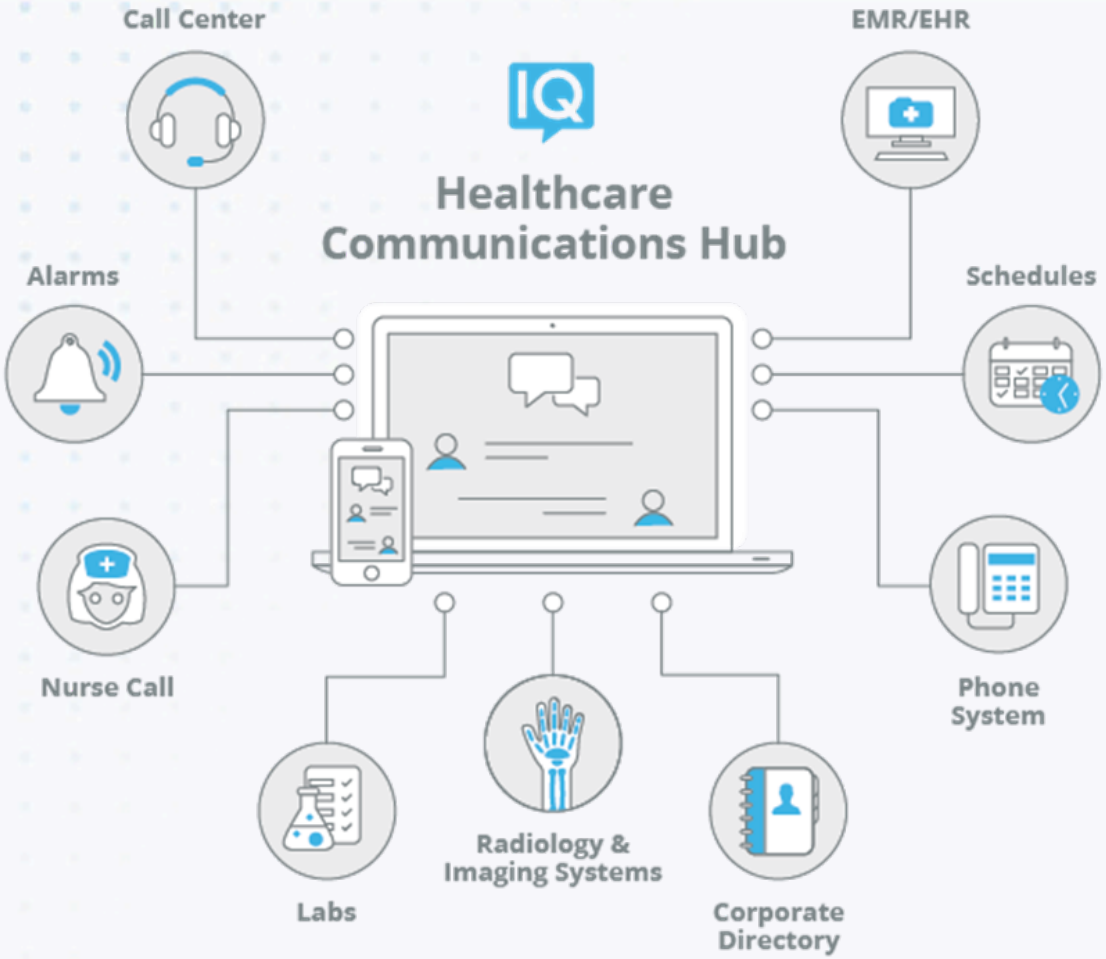


User Silos


Corp devices, DECT phones, badges
Nurses
Patient
Personal device
Pagers, personal/ corporate devices
Hospitalists
User Silos
Specialist
Personal devices, answering service
Personal devices, answering service
PCP
Care Coordinator
Corp devices, DECT phones, badges

How does a Clinical Communication & Collaboration platform help nurses?

Unified Communications Platform



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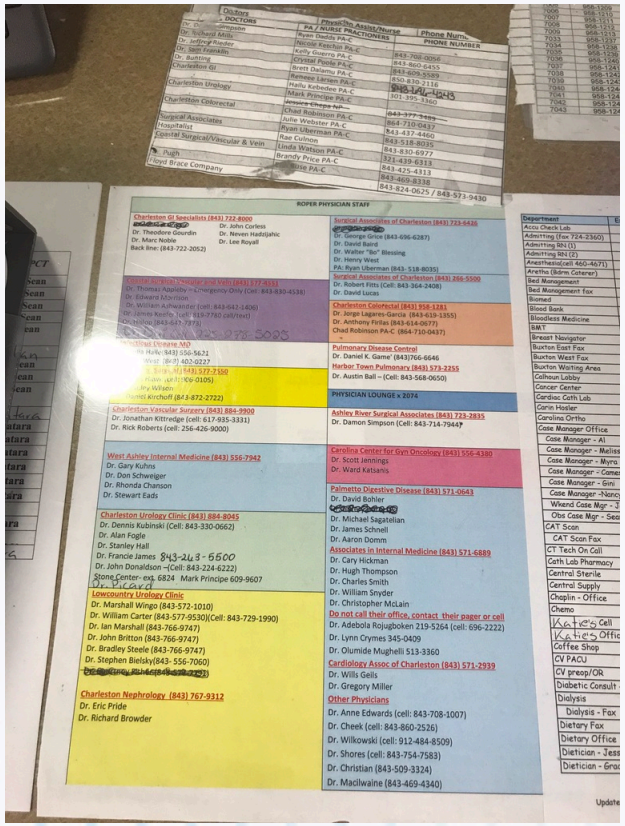
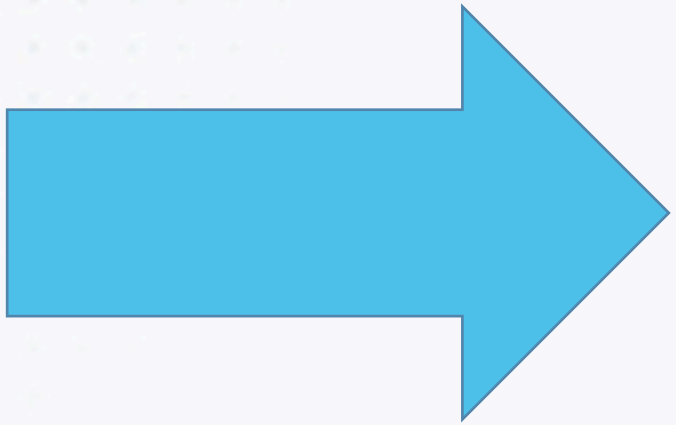
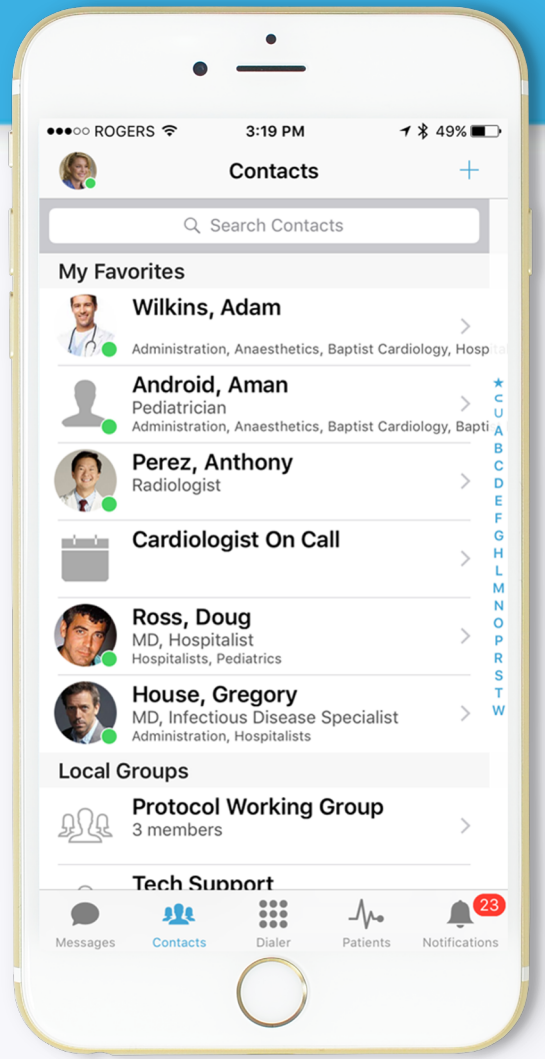
Corporate Directory







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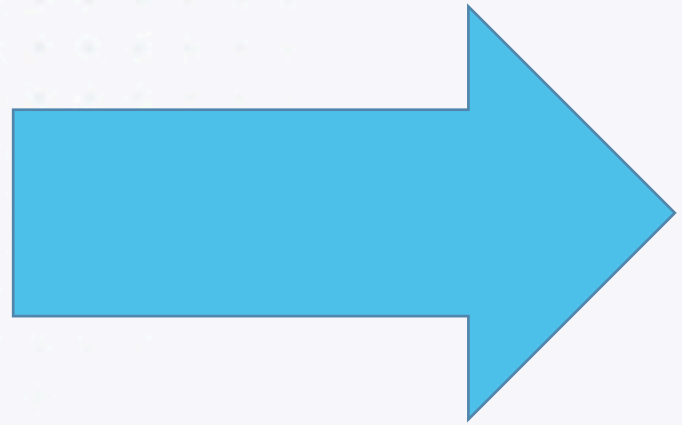
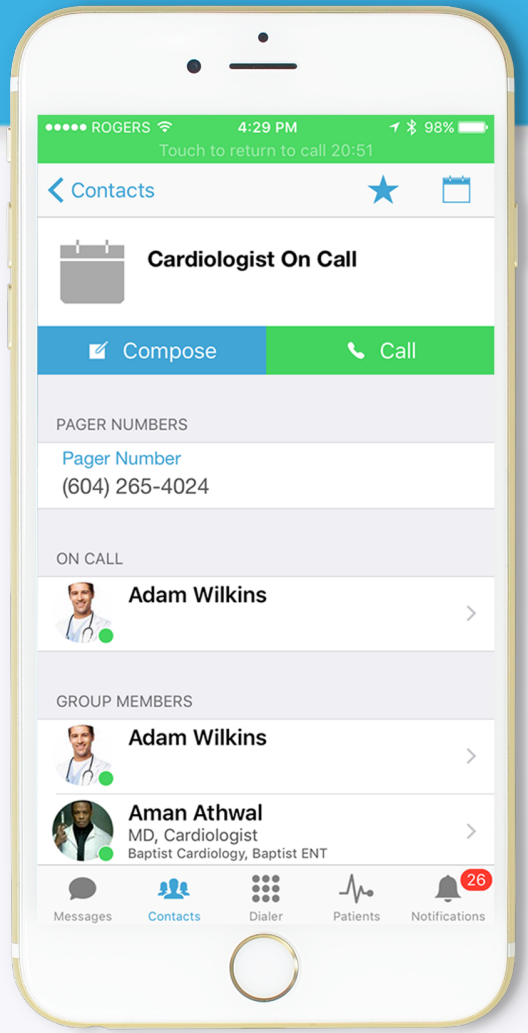
Schedules





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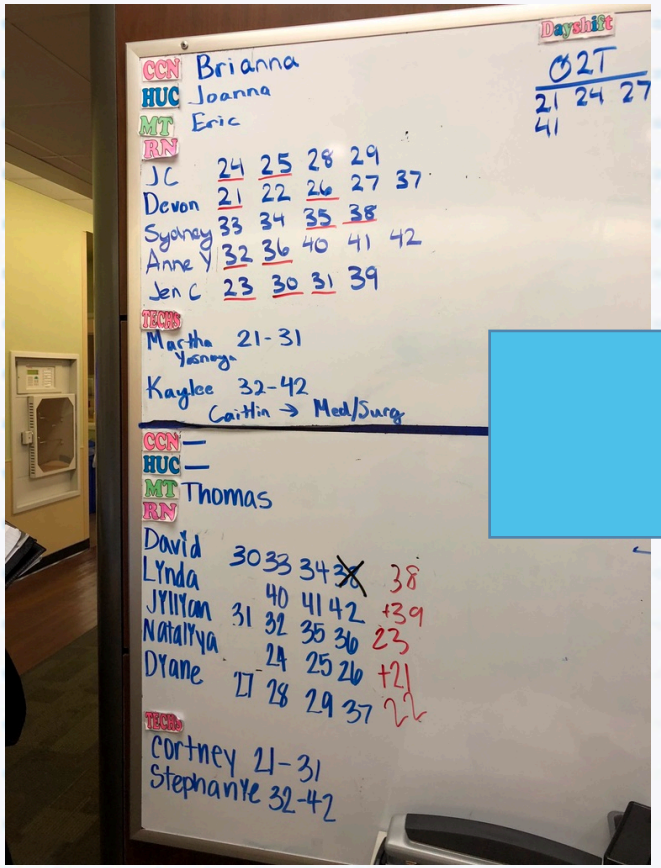
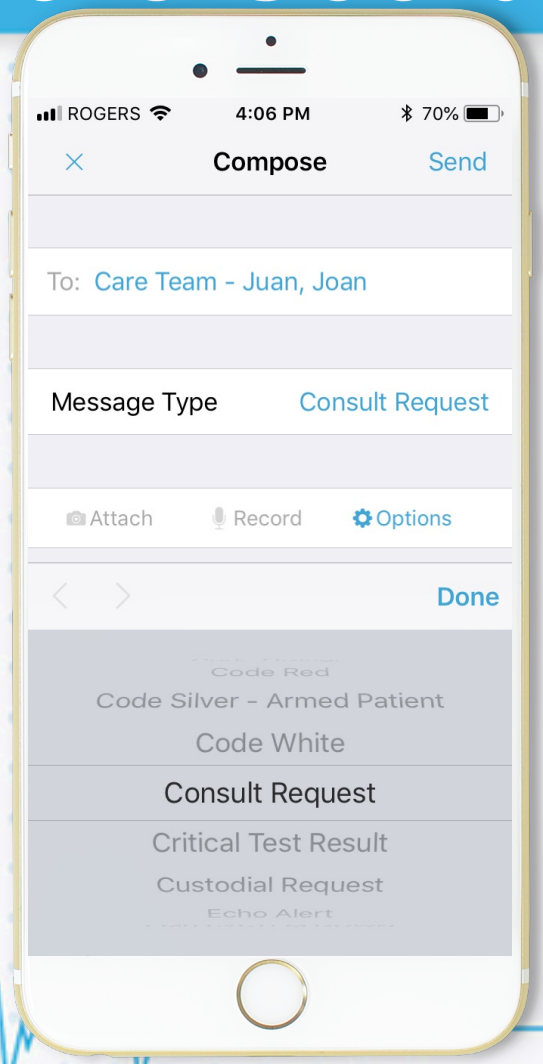
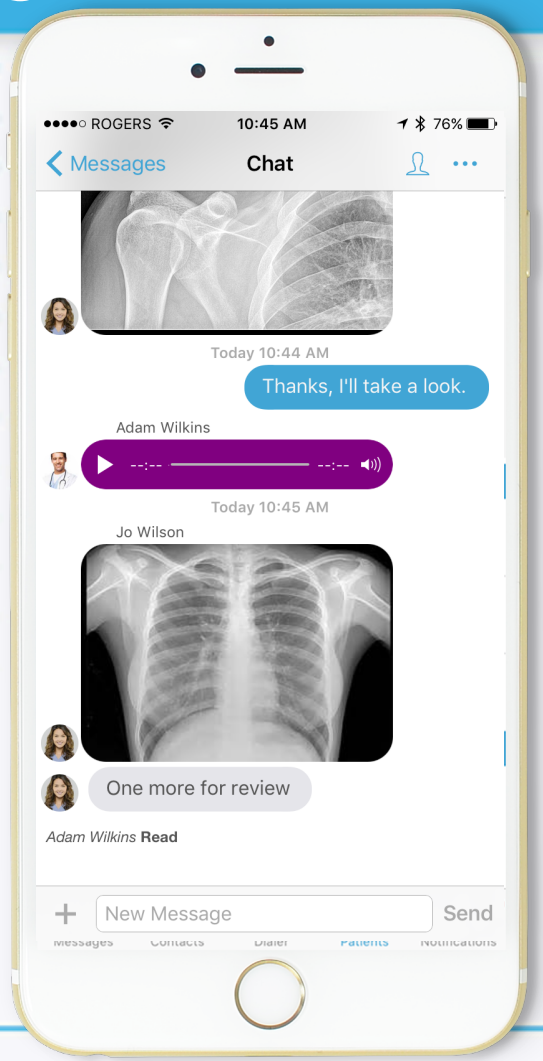
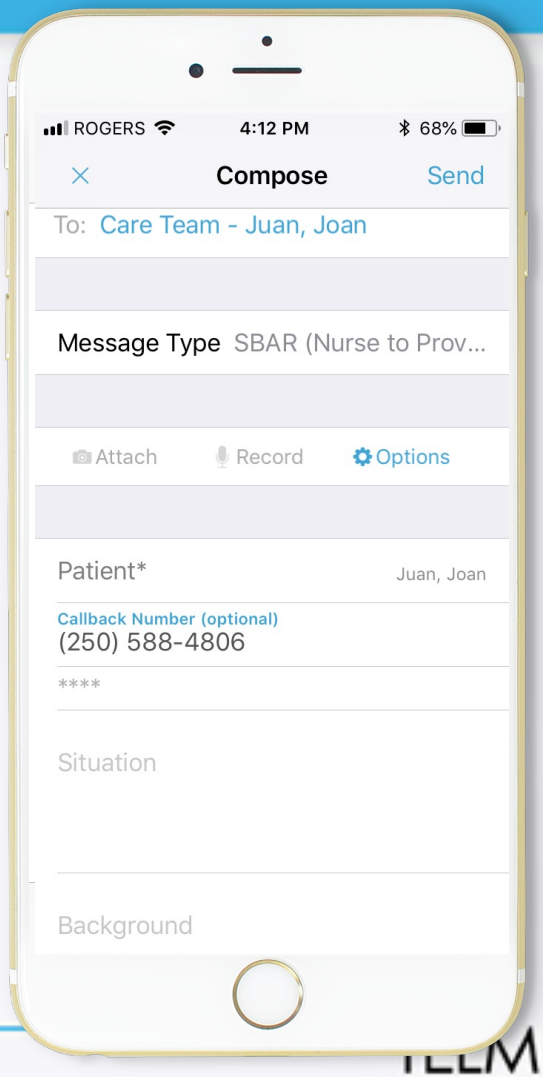
Care Coordination



Care Coordination







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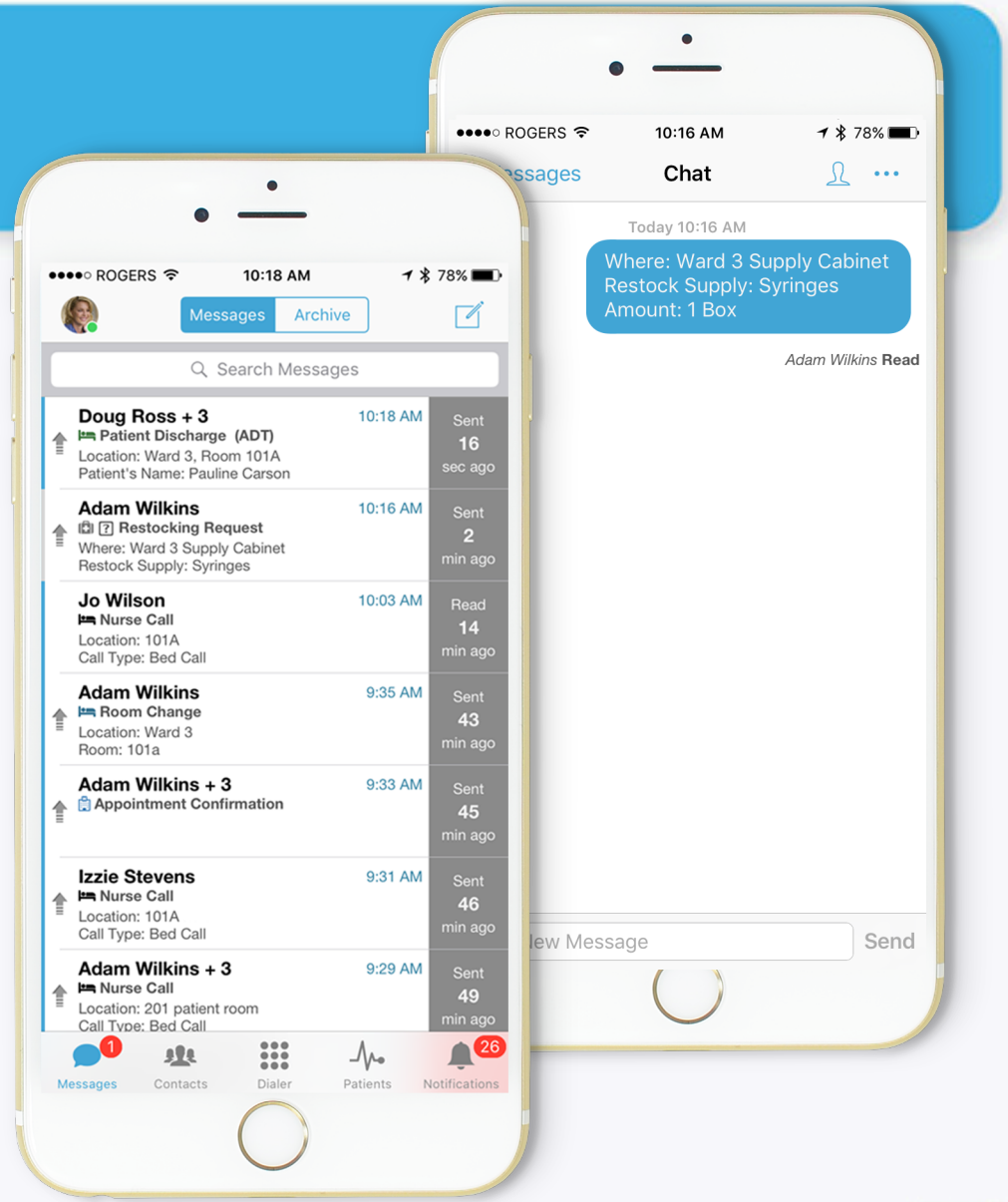
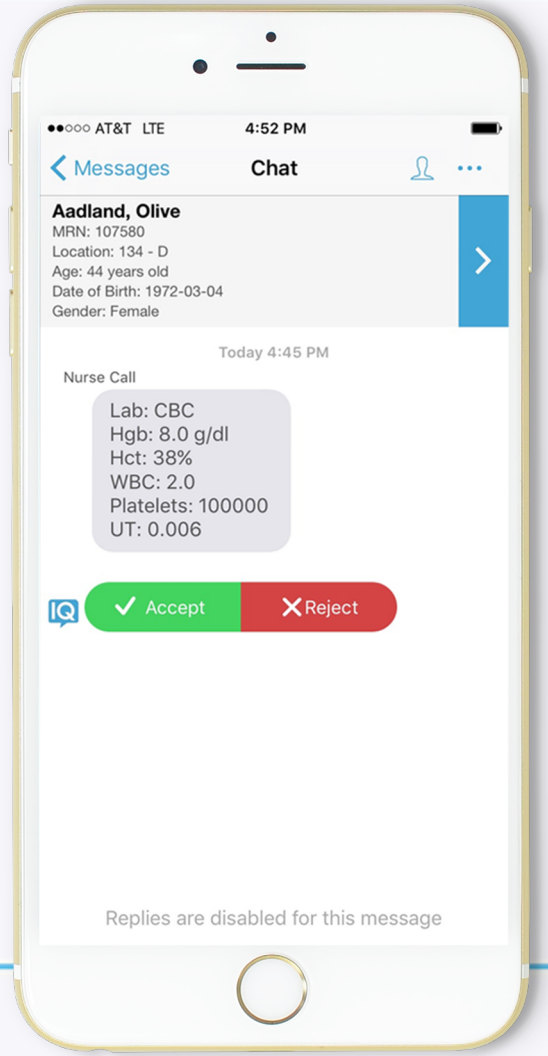
Alarms & Alerts

- 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



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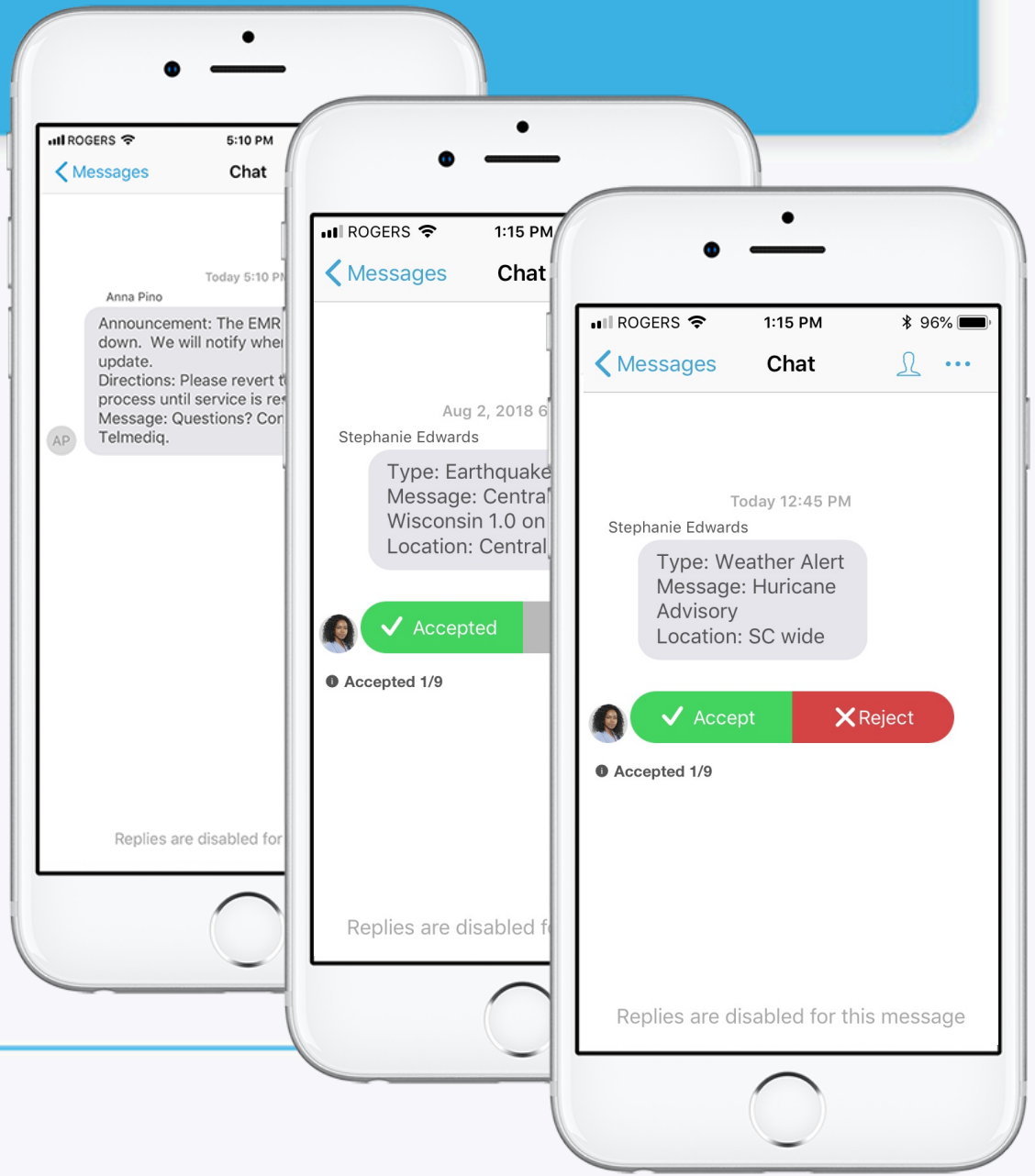
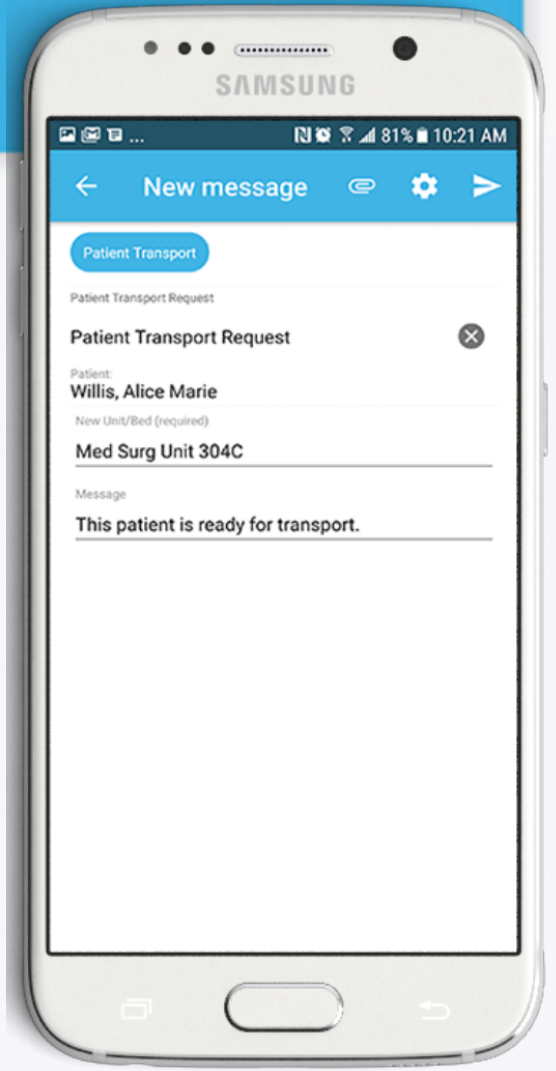
Mass Notifications



Automate Non-Clinical Tasks

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



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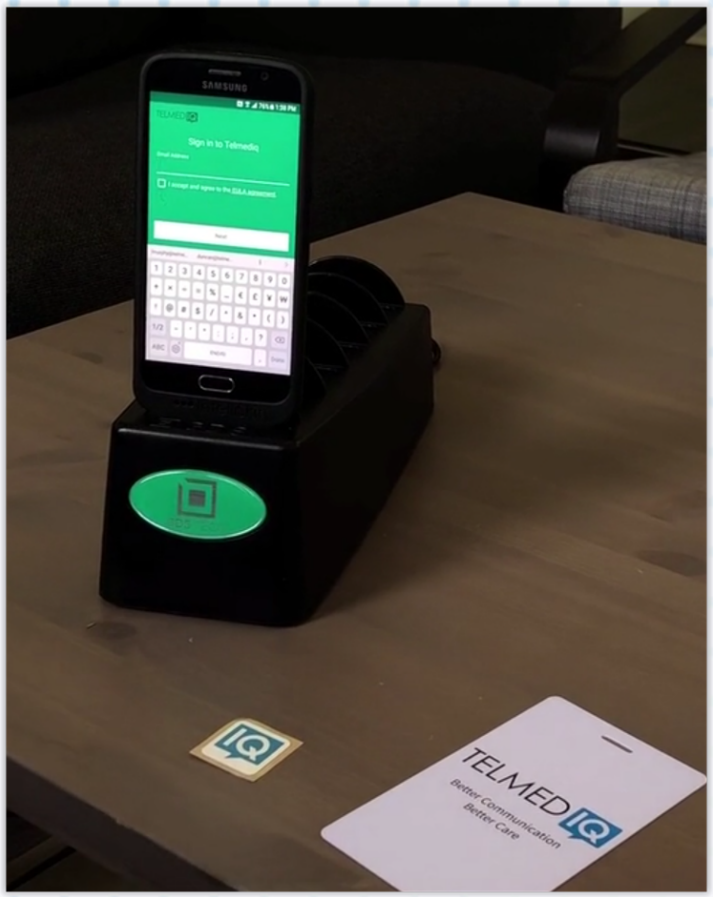
Nurses & Smartphones

- BYOD vs corporate devices
- Device strategy
- Durablity
- 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

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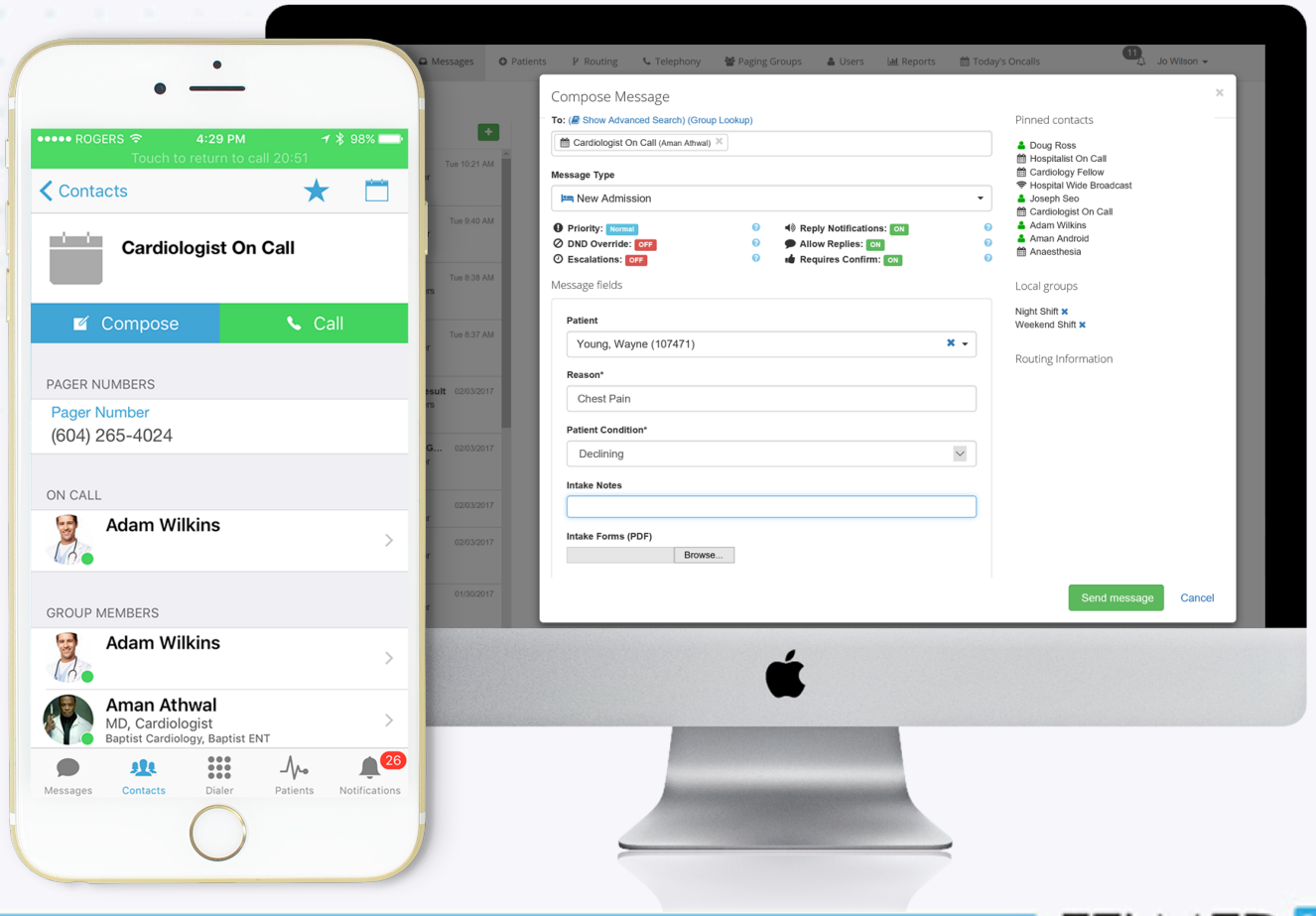
HIPAA compliant clinical communications platform that simplifies care coordination and improves patient safety



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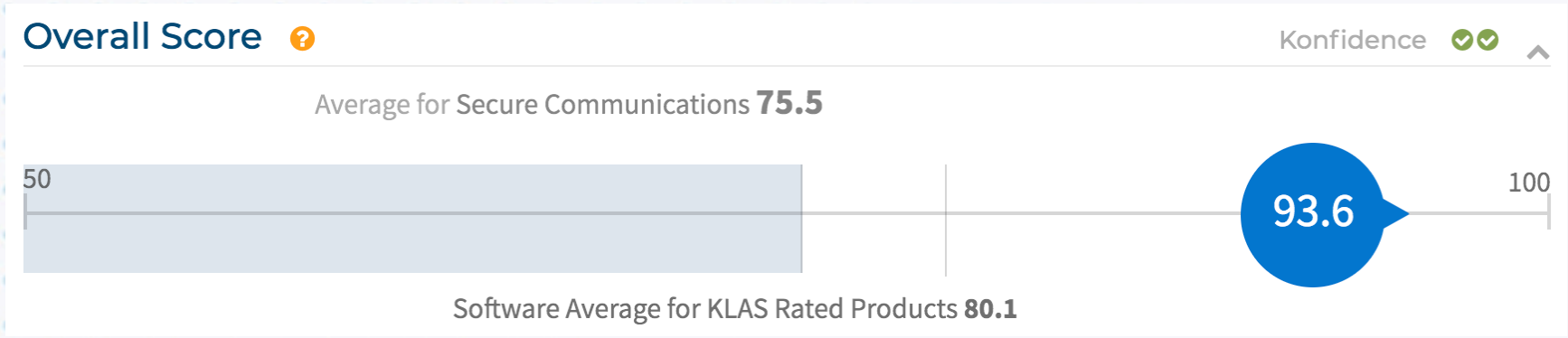
KLAS Results



"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

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Working with Telmediq

Strategic partner

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

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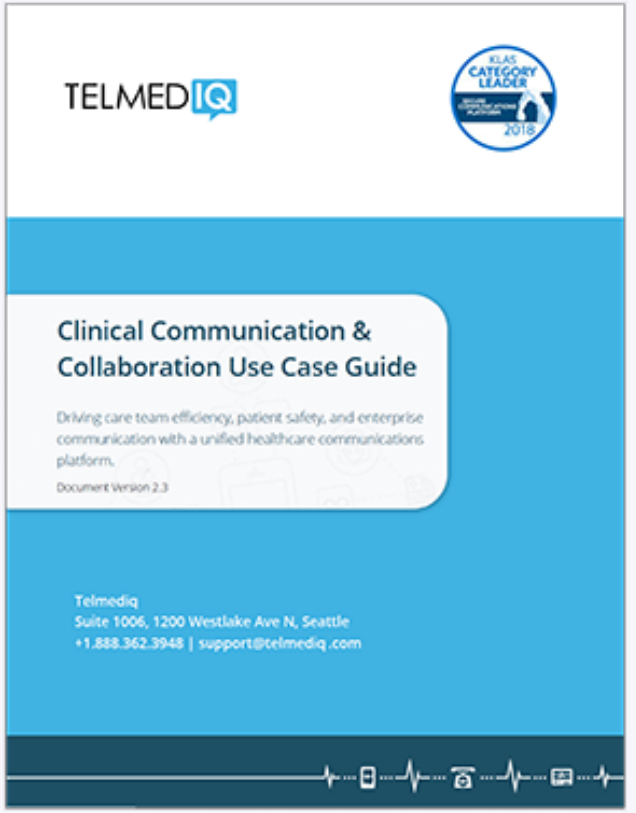
Request our Use Case Brief, Examples

- 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



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Karen Moore
1.888.364.9305
karen.moore@telmediq.com
www.telmediq.com