

# Improving Care Team Effectiveness

Through Digital  
Technologies



A MEDICAL INFORMATION DIRECTOR'S GUIDE

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## Modern healthcare teams

encounter many frustrating and time-consuming issues every day within the realm of **the two most pressing aspects of their jobs: improving patient outcomes and maximizing the productivity of caregivers at the point of care.**

And, while technology has certainly helped with many aspects of healthcare, the sheer amount of disparate devices, apps, and software used within every facility has left many workers feeling even more frazzled. Without a centralized center to support communications and clinical workflows, healthcare workers are overloaded with information and often find themselves wasting precious time trying to locate physicians, find orders, and deliver better patient outcomes, all while trying to speed up the decision-making process to meet the organization's bottom line.



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# The Cost of **Suboptimal Communication**

The cost of poor communication among a patient's circle of care are drastic and **can mean loss of life as well as loss of money.**

**54%**

Of the time it takes to complete patient admissions, coordinate emergency response teams, and patient transfers, 54% of it is wasted due to inefficient communications.



**52%**

of healthcare providers cited the inefficiency of pagers as the primary reason for inefficient communications, while 39% cited the inability to use text messaging as a barrier.



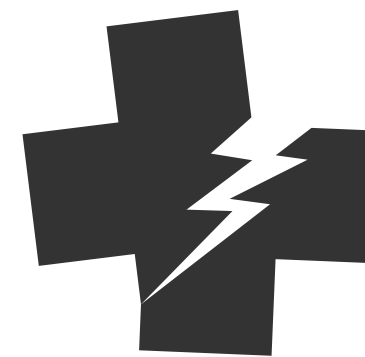
**80%**

of all serious medical errors involve miscommunication.



**1,744 patient deaths**

have occurred as a result of poor communication and has contributed to and over \$1.7 billion in malpractice costs nationally in the past five years.



**\$8.3 billion**

is lost every year in the healthcare industry in the U.S. due to older and outdated communication methods and technology.



**25%**

of all patients in the U.S. report that data from one provider did not reach another provider in time for their appointment.





# The Benefits of Converged Communication

In order for health care providers to overcome these challenges, facilities must incorporate an effective communications solution that enables the patients' entire care team to communicate and work together seamlessly.

An updated, integrated communications platform would not only lessen lost revenue but also:



**Allow for secure communication among care staff.**



**Make for a more pleasurable patient experience and higher HCAHPS scores.**



**Allow for a less stressful work situation for nurses, physicians, and staff.**



**Reduce medical mistakes and malpractice claims.**



**Allow care team to connect and collaborate more easily, making appropriate patient decisions more quickly.**



**Enable a quicker patient discharge.**



**Provide higher clinician satisfaction.**

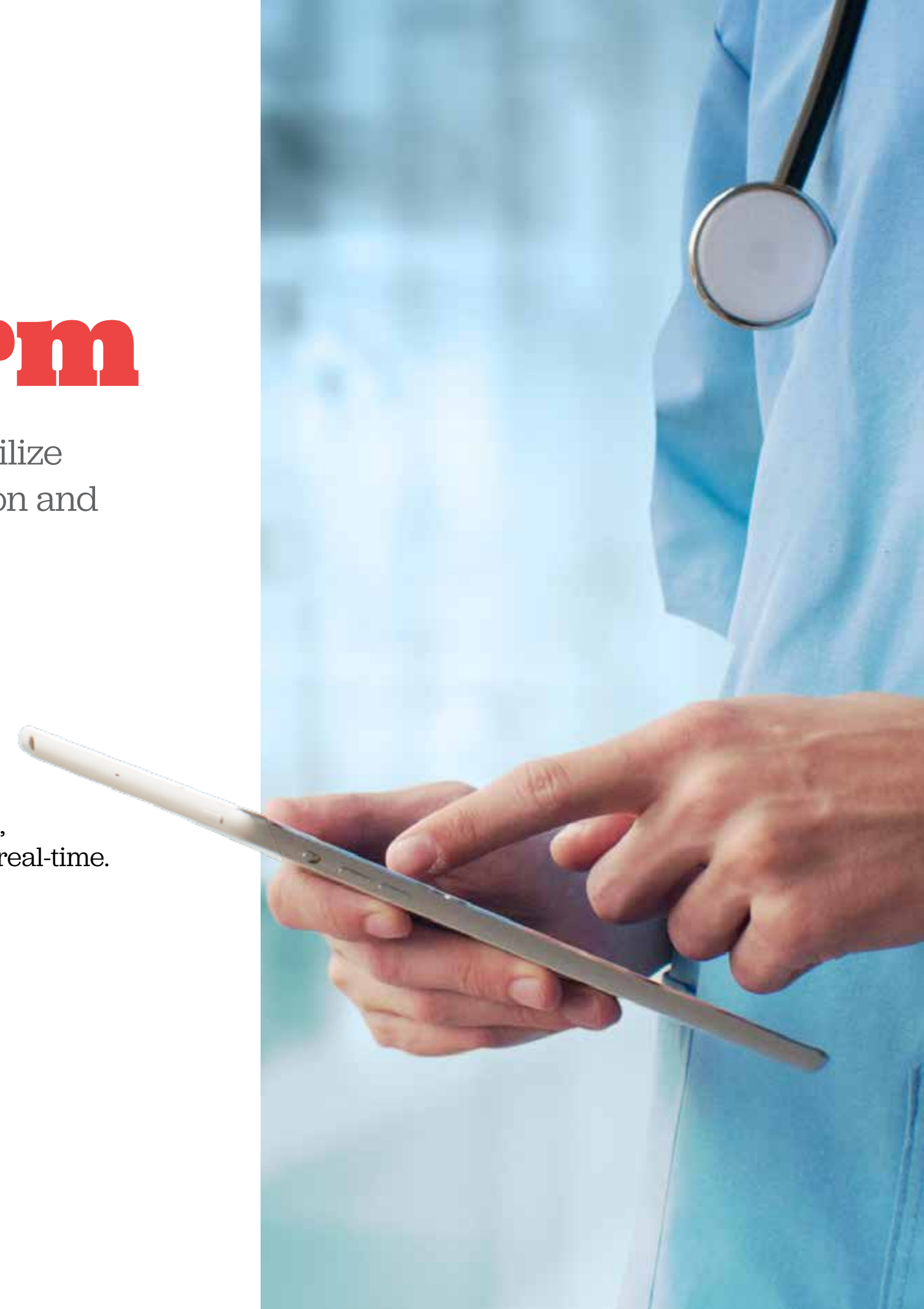


**Allow for more privacy protection.**

# 7 Key Features to Look for in a Platform

A unified communication platform should enable health care professionals to utilize real-time reporting technologies to help secure mobile contextual communication and collaboration. These 7 features can help you in the platform selection process:

- 1.** Look for a platform that meets your particular facilities' objectives.
- 2.** Confirm that the application will be able to include and work efficiently for all members of the patients' circle of care.
- 3.** Make sure the platform incorporates secure group text, voice, and picture messaging as well as alerts, escalations, voice calling, and audio/video conferencing.
- 4.** Check to see that the application is HIPAA-compliant.
- 5.** Use a platform that can securely share contacts, availability status, calendaring, and patient data in real-time.
- 6.** Select an infrastructure that is easy to install, simple to use, and uncomplicated to support.
- 7.** Check to see that the platform works on all popular smartphone and tablet devices and that it will be adaptable to future needs and technology.







# Take patient care to the next level with Agnity MobileCare

Top-notch communication tools can make or break patient care in healthcare systems, but only if it's comprehensive enough to address your organization's specific needs. The AGNITY MobileCare Suite offers flexibility to tailor your solution based on the clinical communication and collaboration goals for each hospital system or healthcare organization.

MobileCare is packaged into multiple module offerings to serve the varying requirements of its customers, and can be implemented in time periods as short as one week to up to eight weeks depending on your internal requirements and workflows.

## MobileCare Key Features:

- + Cloud-based
- + Easy-to-use mobile and web client that supports clinical workflows
- + HIPAA compliant secure text, voice, image, and video messaging to anyone
- + Patient data access
- + Alarms and notification from any telemetry system
- + Remote patient care
- + Post-discharge follow-ups
- + Provides business analysis tools for easy workflow customization
- + Integration into existing communications systems (PBX, Nurse Call, EHR).



# The MobileCare platform

can be delivered to whatever infrastructure is already in place. And, you won't be reliant on legacy or system-specific devices anymore as one Point-of-Care device is all AGNITY's platform needs to deliver communications, alerts, alarms, patient data access, and other POC applications.



## AGNITY MobileCare Solutions Suite

AGNITY MobileCare improves communications and directly addresses hospital-specific workflows that are required for patient care. Improved communications results in direct improvements to the hospital's bottom line: reduced readmissions, reductions in average length of stay, and improvements in patient satisfaction and staff efficiency.

**+ MobileCare Enterprise** focuses on consolidated team communication and scheduling, providing secure text, voice, picture, group, and broadcast messaging to anyone on smart or web devices and much more, thus eliminating the need for multiple devices.

**+ MobileCare TeleConsult** is a module designed for remote patient care (aka telehealth) that is helpful to physician groups, home health, and population health organizations. It provides the platform to connect clinicians and patients in real time via secured audio, video, and text channels for better care and collaboration from anywhere and at any time.

**+ MobileCare Monitor** is a platform that monitors patients 24/7, alerting the care team as needed based on a flexible set of rules/triggers. Integrated with the hospital's EMR and IT system, the patients' health data can be fetched and analyzed in correlation with data input from bedside monitors and patient's wearable devices.

For more information on how AGNITY MobileCare enables situational awareness for clinical teams, **visit**

<https://agnityglobal.com/healthcare/mobilecare-overview>