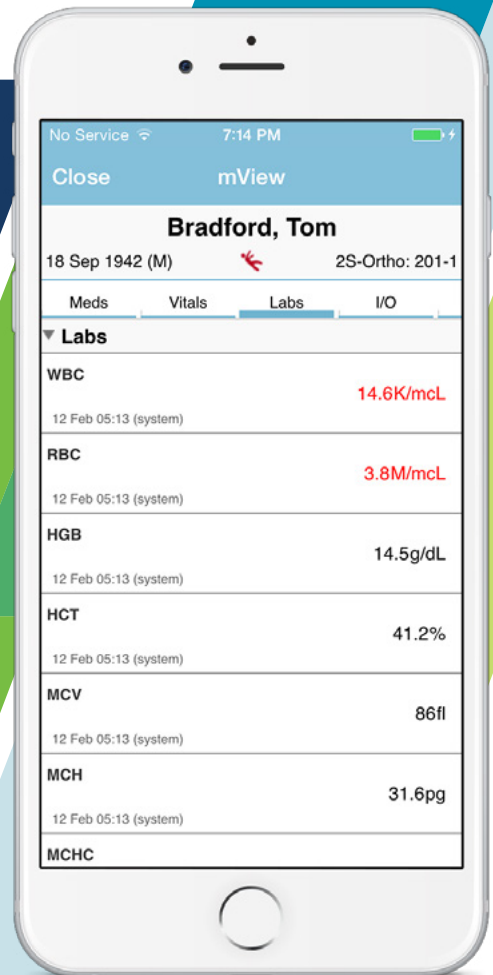


CASE STUDY

# Onslow Memorial Hospital

Enabling clinical mobility with a unified communication and clinical workflow platform that delivers real-time patient, care team and clinical context



# Onslow Memorial Hospital

Nationally accredited by The Joint Commission, Onslow Memorial is a 162-bed not-for-profit hospital serving the healthcare needs of coastal North Carolina since 1945. With more than 1,200 employees and 225 physicians, Onslow is a combination of older and newer facilities, many with non-contiguous hallways, which makes face-to-face communication challenging.

In its mission to expand healthcare services and implement the latest medical technologies and treatment innovations, Onslow installed PatientSafe's PatientTouch® as its clinical communications standard, a move that simplified and improved its care team communications and helped Onslow focus on the bigger picture: a patient- and family-centered environment of quality and compassionate care delivered by a highly skilled medical staff.

## **Mobile device and application consolidation to accelerate efficiency and improve patient care**

Before PatientSafe, Onslow Memorial Hospital nurses and respiratory therapists used as many as eight mobile devices during their shifts, including a laptop, pager, VoIP phone, mobile phone, barcode scanner and printer, all of which made it difficult to tie communications to the clinical data, including patient record, necessary to support safe and efficient workflows. These devices were either carried with the clinicians or transported on aging, heavy workstations on wheels (WoWs) that some clinicians found difficult to maneuver.

Adding to the workflow challenge, WoWs and stationary electronic health record (EHR) workstations were not always available when

needed, decreasing efficiency and productivity. In response, the hospital considered buying 42 new carts at \$8,000 each, but instead Onslow partnered with PatientSafe Solutions to implement PatientTouch, which unifies communication and clinical workflows in a single mobile application that extends an organization's EMR, clinical and communication infrastructure. The PatientTouch solution offered Onslow the ability to consolidate text, talk, alerts and EMR data with workflows like specimen collection, all in one mobile app, on one device. The platform aggregates and delivers relevant, real-time patient, care team and clinical context in secure messages, to streamline communication and improve patient safety. And, with the new platform, Onslow decreased its dependence on clunky carts.

Less time managing a bulky computer cart and switching between multiple devices translates to more time interacting with patients, which can positively influence Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey performance.

From a cost-savings perspective, implementing PatientTouch allowed Onslow to cut its computer cart replacement budget in half. The legacy-device maintenance, licensing and contract costs were completely eliminated through consolidating communications with PatientTouch applications.

The first phase of the partnership with PatientSafe was implementing the PatientTouch Clinical Communications platform on 325 hospital-owned Apple iPhone devices, providing an intuitive, consumer-like experience for every member of the care team and empowering workflow efficiency, care team collaboration and quality improvement hospital-wide. The Clinical Communications solution immediately helped Onslow go beyond just communication, by enabling clinical workflow and, in turn, closing the loop on critical tasks for care delivery.

### **Key features include:**

- Integration with MEDITECH 6.0 EHR for embedded real-time patient and clinical context
- Secure, HIPAA-compliant texting
- Voice communications
- Telemetry alert management through integration with Connexall platform
- Customized care workflow configurations for nurses, physicians and ancillary care team members

### **Enabling clinical collaboration and point-of-care efficiency**

In addition to the immediate benefit of reducing the number of devices that most clinicians needed to use during their shift (from as many as eight to three or fewer), PatientTouch also eliminated the need to go to a separate device for the clinical data to support patient care rounds.

Clinicians' communications workflow has also been streamlined by consolidating all correspondence to one simple-to-navigate touchscreen device that is clinically and contextually aware. Clinical context is layered



into care team messages through patient tagging, so a text conversation regarding a patient is always synchronously linked to that patient's information across all devices; supporting safe, effective clinical decision making.

Additionally, critical EHR information such as patient admission, discharge and transfer data, as well as height, weight, date of birth, allergies and diagnosis, is always available at clinicians' fingertips. Streamlined access to this data has eliminated WoWs for most clinicians' rounds.

### **Flexible platform built for expansion**

Following the initial implementation, Onslow Memorial Hospital added barcode Medication Administration and Infant Care, which provides mother-infant and breast milk matching.

By mid 2017, Onslow Memorial Hospital will implement two more clinical workflow modules on the PatientTouch unified platform, Specimen Collection and Blood Product Administration, to further enhance patient safety and care efficiency.

With PatientTouch as its communications standard, Onslow Memorial Hospital is transitioning the hospital, as a whole, to an enterprise-wide clinical mobility platform that fully leverages its legacy systems by aggregating and delivering relevant clinical and patient context to improve workflow efficiency and efficacy, patient safety and clinician and patient satisfaction.

“PatientSafe Solutions’ full platform is an impressive fit because it can significantly improve clinical collaboration and documentation, which in turn, improves patient care, safety and outcomes.”

—Autumn Foy, MSN, RN, Director of Clinical Informatics, Onslow Memorial Hospital

