



Hillrom™

SIMPLER, SMARTER CLINICAL COMMUNICATIONS



5 healthcare technologies
to scale care team capacity and
enhance patient outcomes



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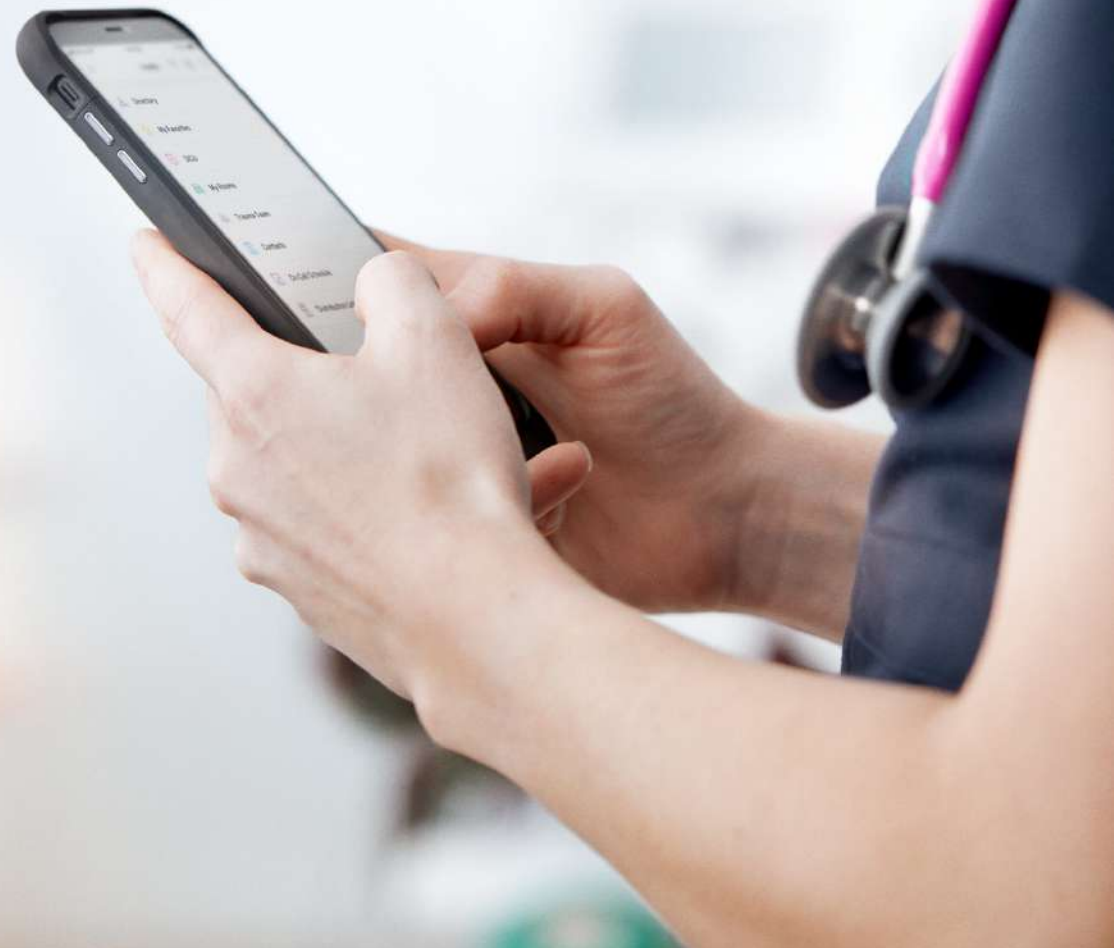
COMMUNICATIONS FAILURES PUT PATIENTS, CARE TEAMS AND CLINICAL OUTCOMES AT RISK

Inefficient clinical communications and disjointed collaboration take a toll that's felt across the healthcare system.

Clear, consistent clinical communications and collaboration are vital to care teams. Clinicians need the right information at the right time, and depend on each other's support to deliver the best possible care.

But care teams everywhere are struggling to stay connected to each other and their patients in increasingly complex healthcare organizations. Ineffective communications methods and disparate technologies have proliferated in many care settings, bogging down workflows, flooding care teams with alerts and keeping them away from the patient's bedside.

The costs of this complexity are growing rapidly. Inefficiencies, inconsistencies and disruptions in care communications significantly reduce the quality, value and volume of care that clinical teams can deliver.



IMPACT OF CARE COMMUNICATIONS CHALLENGES

REDUCED CAPACITY

Clinical communications consume a significant amount of time that could be spent caring for patients. Care teams spend 10% to 24% of their shifts working to stay connected with each other.¹

SAFETY RISKS

Poor communications within the care team can also threaten patient outcomes. In fact, the majority of sentinel events (50-80%) are attributable to care team communications failures.² Communications missteps in the ICU can also be especially hazardous: poor nurse-physician communications are the cause of a significant number of dangerous errors³, while communications errors during handoffs have been linked to numerous life-threatening events and care delays.⁴

CLINICAL INEFFICIENCY

Alerts and alarms constantly interrupt care teams' workflows and disrupt their clinical activities. Various technologies "ping" clinicians anywhere from 0.3 to 13.9 times per hour,⁵ creating inefficiencies in the delivery of care.

WITHHELD REIMBURSEMENT

Patient satisfaction drops when care teams face constant distractions on their rounds. So does reimbursement: HCAHPS-related withholdings cost healthcare organizations hundreds of thousands of dollars every year.⁶

RETENTION CHALLENGES

The majority of hospital nurses say their work is causing them to burn out, often due to long shifts, excessive workloads, lack of breaks and insufficient sleep.⁷ Burnout-related expenses and lost productivity deal an annual multibillion dollar blow to healthcare organization budgets.⁸



THE GROWING COST OF INEFFICIENT CARE COMMUNICATIONS

6.3 HOURS OF CARE COMMUNICATIONS PER SHIFT

Many nurses spend more than half their shift communicating with colleagues, charting and waiting for critical patient information, when they could be caring for patients.⁹

\$4.6B IN ANNUAL TURNOVER COSTS

Physician burnout costs healthcare organizations billions annually due to turnover and reduced productivity.¹¹

80% OF CLINICAL ERRORS

Most medical missteps start with miscommunications during the handoff between medical providers.¹⁰

\$462K A YEAR IN WITHHELD REIMBURSEMENT

Low patient satisfaction scores drive significant annual costs due to HCAHPS-related withholdings.⁶

Patient risks and performance issues like these show why it's crucial to have the right technologies and solutions in place to support the care teams at the heart of healthcare. But reducing complexity is just the start. These solutions also need to drive clinical efficiency, protect patients, enhance the patient experience and ensure that care teams can scale their capacity to deliver safe, effective and satisfying care.

Which technologies can you rely on to simplify clinical communications and collaboration? Explore the 5 key components of a complete communications solution

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5 SOLUTIONS FOR SIMPLIFYING CLINICAL COMMUNICATIONS

Care teams don't just need better ways to communicate. They need integrated platforms and unified technologies that cut through clinical complexity, keep them connected to their patients and each other at all times, and free them to focus on caregiving.

To empower care teams in these critical ways, a complete communications solution should include these 5 core components. Each one plays a vital role in reducing clinical complexity, simplifying care communications and streamlining the flow of information care teams rely on to deliver quality outcomes:

01 CARE COMMUNICATIONS

Communications apps and devices designed to help connect care teams with each other and their patients.

[CLICK TO VIEW](#)

02 PATIENT MONITORING

Vital signs solutions for spot check and continuous monitoring with EMR connectivity and centralized remote monitoring.

[CLICK TO VIEW](#)

03 SMART BEDS AND SURFACES

Advanced beds and surfaces that function as connected medical devices designed to help deliver therapy and enhance safety.

[CLICK TO VIEW](#)

04 DIAGNOSTIC CARDIOLOGY

Simple, secure, connected ECG devices can help clinicians accelerate the detection and diagnosis of serious cardiac conditions.

[CLICK TO VIEW](#)

05 EMPOWERED CONNECTIVITY

Robust, real-time interoperability and security that ensures a constant flow of data, insights and information to care teams and operational leaders.

[CLICK TO VIEW](#)



CONNECTING CARE TEAMS WITH THEIR PATIENTS AND EACH OTHER

Care teams routinely cover large hospital units while caring for multiple patients. Nurse call systems and mobile communications platforms provide clinicians with a simple, intuitive and minimally disruptive way to stay connected with their patients and each other at all times.

Less noise, more healing

These technologies deliver immediate, actionable alerts precisely when they're needed to proactively manage patients' conditions and deliver timely, personalized care. Quiet alerts reduce disruptions for everyone, giving care teams more time to focus and patients more time to rest and heal.

Real-time insights, continual improvement

Hospital leaders receive the data they need to analyze and optimize care delivery processes. Dynamic reporting based on usage data allows administrators to set performance baselines, establish goals for improvement and address breakdowns quickly.

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CREATING CONNECTIONS THAT EMPOWER YOUR CLINICIANS



HILLROM™ SOLUTIONS: EFFICIENT, EFFECTIVE CARE TEAM COMMUNICATIONS

Voalte® Mobile Solution

Enables rapid, secure communications between care teams and the EMR using a smartphone-based solution. Provides a range of communications options for coordinating patient care that help identify patient issues sooner and accelerate treatment and recovery time.

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Voalte Extend™ Solution

Connects patients to care teams in alternate care areas via a simple, cloud-hosted mobile solution. Unlike traditional nurse call that requires wiring and hardware, this secure, ready-to go solution can be deployed quickly using remote tools that don't require our staff to be onsite.

[▶ LEARN MORE](#)

Hillrom™ Nurse Call

Automates clinical workflows, reduces care delivery steps, and accelerates care team response times. Proven to give clinicians more time for direct patient care.^{12,13}

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OUTCOMES AND BENEFITS

MOBILE COMMUNICATIONS

82% REDUCTION IN TIME SPENT COMMUNICATING¹⁴

Streamlined communications

59% REDUCTION IN COMMUNICATIONS FAILURES¹⁵

Patient safety

NURSE CALL TECHNOLOGY

30% MORE TIME SPENT ON PATIENT CARE¹²

Boosting care capacity

21% INCREASE IN HCAHPS SCORES¹⁶

Patient satisfaction



REAL-TIME INSIGHT INTO YOUR PATIENTS' STATUS

Care teams need precise, timely diagnostic data to deliver care with confidence. Patient monitoring solutions put that vital guidance in clinicians' hands right at the bedside.

Sending patient data directly to the EMR

Instead of generating paper-and-pen transcription tasks, new patient monitoring devices directly connect patient vitals and digital patient charts. Sending patient data straight to the EMR eliminates time-consuming, error-prone data entry steps and gives care teams more time to focus on their patient, while also reducing the potential for transcription and medical errors. These solutions not only improve diagnostic accuracy and accelerate patient care, but also streamline care team workflows.

Keep staff current with EMR-integrated clinical pathways

As hospitals respond to surging patient volumes, caregivers may be struggling to stay up-to-date on rapidly changing care guidelines and requirements. EMR-integrated clinical pathways platforms can provide the following to help caregivers adapt to rapidly changing standards and increased patient acuity:

- Clinical pathways integrated into your EMR workflow
- Access to best practices from leading health systems
- Lightning-fast deployment of customized workflows across your health system

HILLROM™ SOLUTIONS: HELPING CARE TEAMS STAY ONE STEP AHEAD

Welch Allyn® Connex® Vital Signs Monitor

Proven connected vital signs solution for busy general care floors, with the option to expand to continuous monitoring with central station integration for managing higher-risk patients.

[> LEARN MORE](#)

Welch Allyn® Connex® Spot Monitor

Easy-to-use device for comprehensive vital signs measurement, bedside documentation and early warning scoring. EMR integration sends accurate vitals directly to the patient chart from the bedside, giving care teams immediate access to the information they need, when and where they need it.

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AgileMD eCART Early Warning System

The AgileMD eCART early warning system continuously monitors patients using real-time data and drives clinical workflows for front-line staff and rapid response teams.

- Continuously monitor all admitted patients in real-time.
- Identify and prioritize high-risk patients.
- Quickly initiate life-saving therapy.

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OUTCOMES AND BENEFITS

EFFICIENCY AT THE POINT OF CARE

↓60 SECONDS FOR COMPLETE VITALS WITH WELCH ALLYN® CONNEX® VITAL SIGNS DEVICES

Collect a full set of patient vitals and securely transmit it to the EMR in <1 min.¹⁷

18% to 1% REDUCTION IN DOCUMENTATION ERRORS

Connecting vital signs devices to the EMR significantly reduces inaccuracies in patient data.¹⁸



PROTECTING PATIENTS AND ELEVATING CARE

Patient safety events can quickly turn into costly clinical setbacks or life-altering injuries. But rapid response times aren't always enough to keep every patient safe. Care teams are increasingly turning to more comprehensive solutions: advanced beds and surfaces that help optimize patient safety, enhance their experience and safeguard patients all the way to a successful outcome.

Many clinical beds and surfaces have become connected medical devices designed to help deliver therapy and enhance patient safety. These innovative technologies help keep patients comfortable and safe, monitor heart rate and respiratory rate, and can alert care teams to incontinence events and more.



HILLROM™ SOLUTIONS: FOR SAFE AND COMFORTABLE PATIENTS

Centrella® Smart+ Bed

Designed to protect patient safety and simplify the way care teams work. Available with therapeutic surfaces to help reduce pressure injuries and deliver optimal wound prevention and healing.

- **The Safeview®+ System** simplifies safety status monitoring with easy-to-read visual floor projections.
- **Contact-Free, Continuous Monitoring Powered by EarlySense®** monitors heart rate and respiratory rate to enable earlier detection of patient deterioration.
- **The WatchCare™ Incontinence Management System** delivers real-time incontinence alerts to help reduce patient exposure to moisture.

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NaviCare® Patient Safety

Leverages smart bed data to monitor patients, improve care team workflows and prevent falls. Delivers patient bed data directly to the EMR.

[▶ LEARN MORE](#)



OUTCOMES AND BENEFITS

SMART BED WITH BED SAFETY STATUS MONITORING¹⁹

55% REDUCTION IN FALLS

27% REDUCTION IN INJURY RATE

SMART BED WITH CONTACT-FREE, CONTINUOUS PATIENT MONITORING²⁰

86% REDUCTION IN CODE BLUE EVENTS

45% FEWER DAYS IN ICU AFTER TRANSFER FROM MED-SURG



ACCELERATE COMMUNICATION OF CRITICAL ECG DATA

Every second matters when care teams are identifying and responding to a serious cardiac event. Rapid capture and delivery of accurate ECG data can give back life-altering amounts of time at a critical moment in patient care.

A new generation of connected ECG devices now makes it easier and more efficient to capture and communicate patient cardiac data. These advanced technologies make it easy to identify and create an order, deliver an accurate interpretation of the patient's condition, and send that data directly to the EMR with automatic alerts to cardiologists for critical test results. Equipping care teams with these devices enables them to move from diagnosis to intervention more swiftly than ever, accelerating treatment at a time when any delay can put the patient's condition at even greater risk.



HILLROM™ SOLUTION: DIAGNOSTIC TECHNOLOGY DESIGNED TO STREAMLINE ECGs

Welch Allyn® ELI® 380 Resting ECG

Resting ECG designed to decrease the time required to perform an ECG, increase the accuracy and security of the data acquired, and enhance the overall patient care experience.

- Ergonomic design enables care teams to perform the whole exam without leaving the patient's side.
- Built-in automation facilitates demographic entry and patient selection through download of orders or ADT, combined with use of a barcode scanner to select the right patient.
- Standards-based communication through protocols like PDF, XML, HL7® or DICOM®

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ENHANCE THE SECURITY AND SCALABILITY OF YOUR COMMUNICATIONS SYSTEMS

Every data transfer within a healthcare system is a moment when sensitive information can be lost, corrupted or delayed. How do you know if clinical communications solutions can enable a seamless, secure flow of patient and performance data throughout your enterprise?

Consider these critical parameters.



CYBERSECURITY

Care teams exchange vast volumes of patient health information (PHI) every day, through connected devices, mobile communications platforms, EMRs, and more. Every one of these technologies can be a potential access point for unauthorized users and malicious attacks. Any solution that collects or stores PHI needs to ensure end-to-end protection of that data.

Hillrom™ solutions are built with best-in-class security measures designed to prevent cyberattacks and ensure the security of PHI. Select Hillrom devices now offer advanced security features such as:

- **Credential-driven login** requires clinicians to provide a username and password before utilizing a connected medical device.
- **Single sign-on (SSO)** streamlines clinical workflows by eliminating the need to repeatedly type and remember numerous application passwords for devices such as vital signs monitors.
- **Single- or two-factor authentication** enables organizations to determine what level of security is required for each clinical scenario.

REAL-TIME INSIGHTS

Care teams need the right information at the right time to deliver safe, effective care. Immediate, actionable alerts sent straight to clinicians' mobile devices can help ensure that clinicians receive essential information—such as waveforms and respiratory rate—precisely when that data can be critical to a patient's care.

Continuous patient monitoring can help reduce serious safety episodes like code blue events and patient falls.^{15,20} See what level of security is required for each clinical scenario.

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INTEGRATION AND INTEROPERABILITY

Transmitting data directly from the point of care to your EMR can save clinicians time and reduce their workload. Eliminating the to-do list reduces the risk of misplacing and misrecording critical patient information through pen and paper data collection.

Many advanced connected devices now record sensitive patient data like ECG results. These devices also offer built-in, best-in-class security protocols that ensure 100% HIPAA compliant data transmission and maximum PHI security.

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PERFORMANCE TRACKING AND ANALYTICS

Connected communications solutions should turn both your patient and facility data into intelligence that improves patient care and its delivery. Rapid data processing capabilities can provide multiple advantages for care teams and operational leadership.

Technologies like these can be used to identify and analyze specific clinical vectors (patient deterioration, fall risks, and more) that enable care teams to proactively prevent patient care crises:

Care communications technologies like mobile platforms enable organizations to track key performance measures across their care teams.

[> LEARN HOW](#)

Nurse call solutions can help track response times and overall performance. See how they can help care teams identify workflow problems and drive clinical efficiency.

[> LEARN HOW](#)

Hillrom has innovated and integrated these key functions across every component of our total communications solution. Our technologies ensure that every byte of patient data arrives exactly when it's needed, exactly how it originated from the patient. Simplifying and accelerating this vital flow of information empowers care teams and operational leaders to continually enhance outcomes across their organization.

HOW TO START SIMPLIFYING YOUR CLINICAL COMMUNICATIONS

IT'S THE FIRST STEP TOWARD SCALING TO THE FUTURE OF HEALTHCARE.

Now more than ever, healthcare organizations need comprehensive solutions that help them scale their capacity and prepare for tomorrow's challenges and opportunities. Simplifying clinical communications and collaboration can be a vitally important step—one that gives care teams more time to focus on care, and provides organizations with a future-proof foundation for their clinical operations.



We're committed to helping you and your care teams get there. Together, we can build the connections that enable healthcare providers to elevate patient care from intake to outcome.

ARE YOU READY FOR A TOTAL COMMUNICATIONS SOLUTION?

Hillrom helps your care teams cut through the complexity to the heart of healthcare: helping patients get better sooner. Discover how Hillrom solutions can simplify clinical communications and collaboration across your organization and keep your care team seamlessly, securely connected to each other and their patients at every step.

 CONTACT YOUR HILLROM REPRESENTATIVE OR VISIT [HILLROM.COM](https://www.hillrom.com) TO GET STARTED.



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