Hillrom™

Care Communications
A Unified Platform

UNIFYING CARE COMMUNICATIONS TO IMPROVE PATIENT OUTCOMES

Caregivers are the heart of your hospital, and are essential to your patients' quick recovery and positive outcomes.

But in today's complex healthcare environment, caregivers face challenges when coordinating treatment for numerous patients across multiple settings. Disjointed communications and frequent alerts can get in the way, bogging down the delivery of care and preventing caregivers from spending time at the bedside. That's why it's so important to build a care communications strategy that puts patient care and safety first.

The Hillrom™ care communications platform connects care teams to each other and to their patients, empowering them to keep patients safe, accelerate recoveries and improve the patient experience.

PATIENT SAFETY

50-80%

of sentinel events are due to communication failure[1]

NURSE CALL	**MOBILE**
ALERT & ALARM MANAGEMENT	**REPORTS**
INTEGRATIONS	**SERVICES**
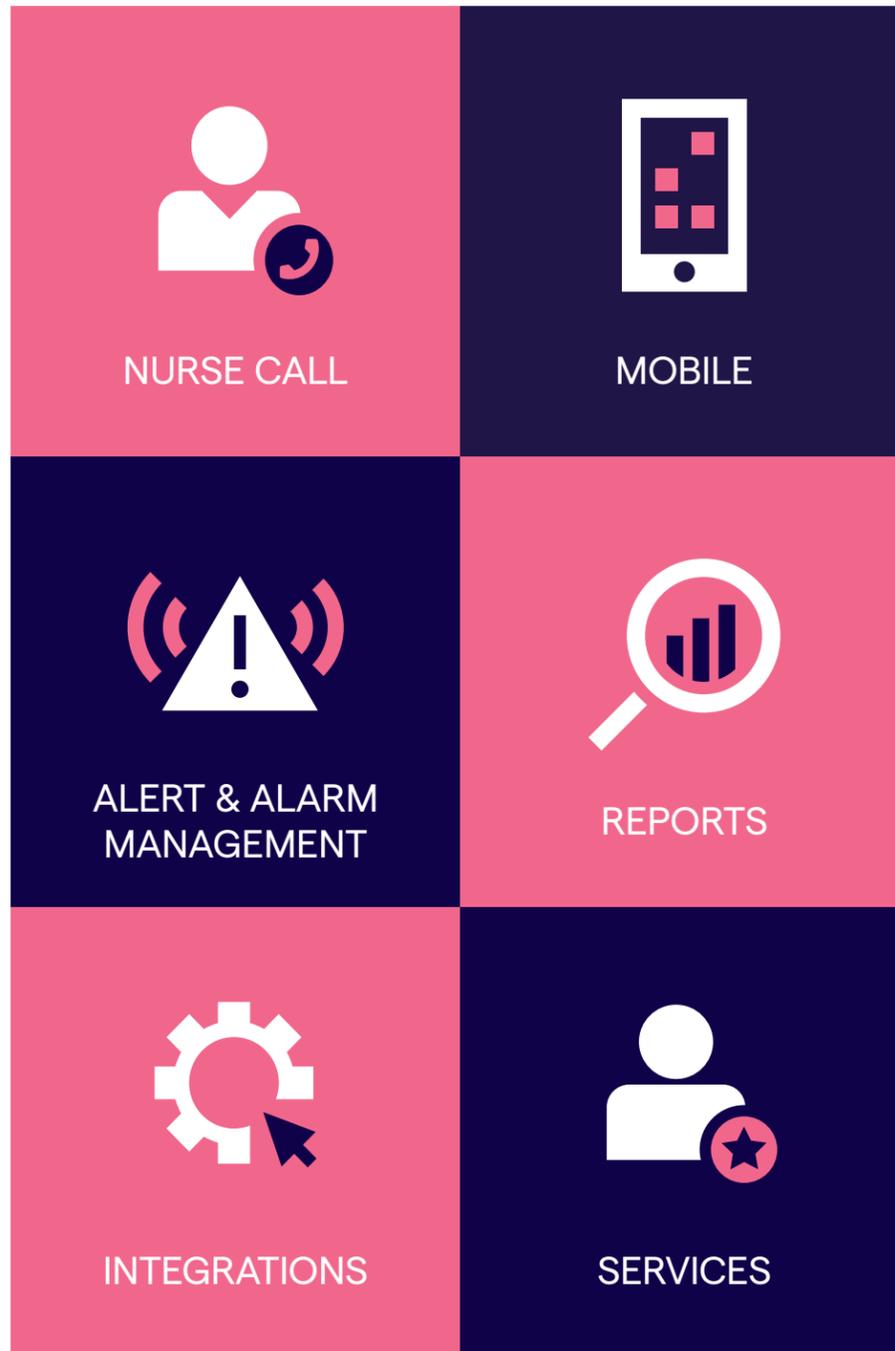
CONNECTING CARE TEAMS IN REAL TIME TO KEEP PATIENTS SAFE

A unified communications platform enables caregivers to move beyond quick response to proactive care that anticipates patient needs.

The Hillrom care communications platform brings together nurse call and mobile communications to empower caregivers to focus on what really matters—taking care of patients and improving outcomes. By integrating and interfacing with existing hospital systems such as the electronic health record (EHR), our care communications platform helps you improve efficiency by ensuring care teams can access relevant and actionable patient information at just the right time. Detailed reports identify opportunities to help improve patient care by analyzing notifications and alerts, voice and text activity, staff location, and bed state history.

Most importantly, you don't have to do it alone. Our dedicated Services team brings deep clinical and technical expertise to guide you through initial workflow and technology assessments, deployment, and ongoing support with a proven process that is flexible enough to accommodate your unique requirements.

PROVIDING A VITAL LIFE LINE BETWEEN PATIENTS AND CAREGIVERS

Based on more than 1,500 installations and established clinical best practices, we deliver a nurse call system that has been proven to increase patient satisfaction and reduce falls.

Caregivers receive detailed patient requests and notifications, giving them the context they need to reduce steps in care delivery, reduce wait time for patients and spend more time at the bedside delivering quality care. Automated workflows and real-time status help identify patients at risk and support rounding protocols to help improve patient safety and staff efficiency.

Hillrom™ Nurse Call is secure, reliable and scalable across your health system. Caregivers experience a consistent interface, even when they float between facilities, and rely on a staff safety system for emergencies. Your system administrators benefit from centralized system management, better serviceability, and a solution that is ready to expand and grow.
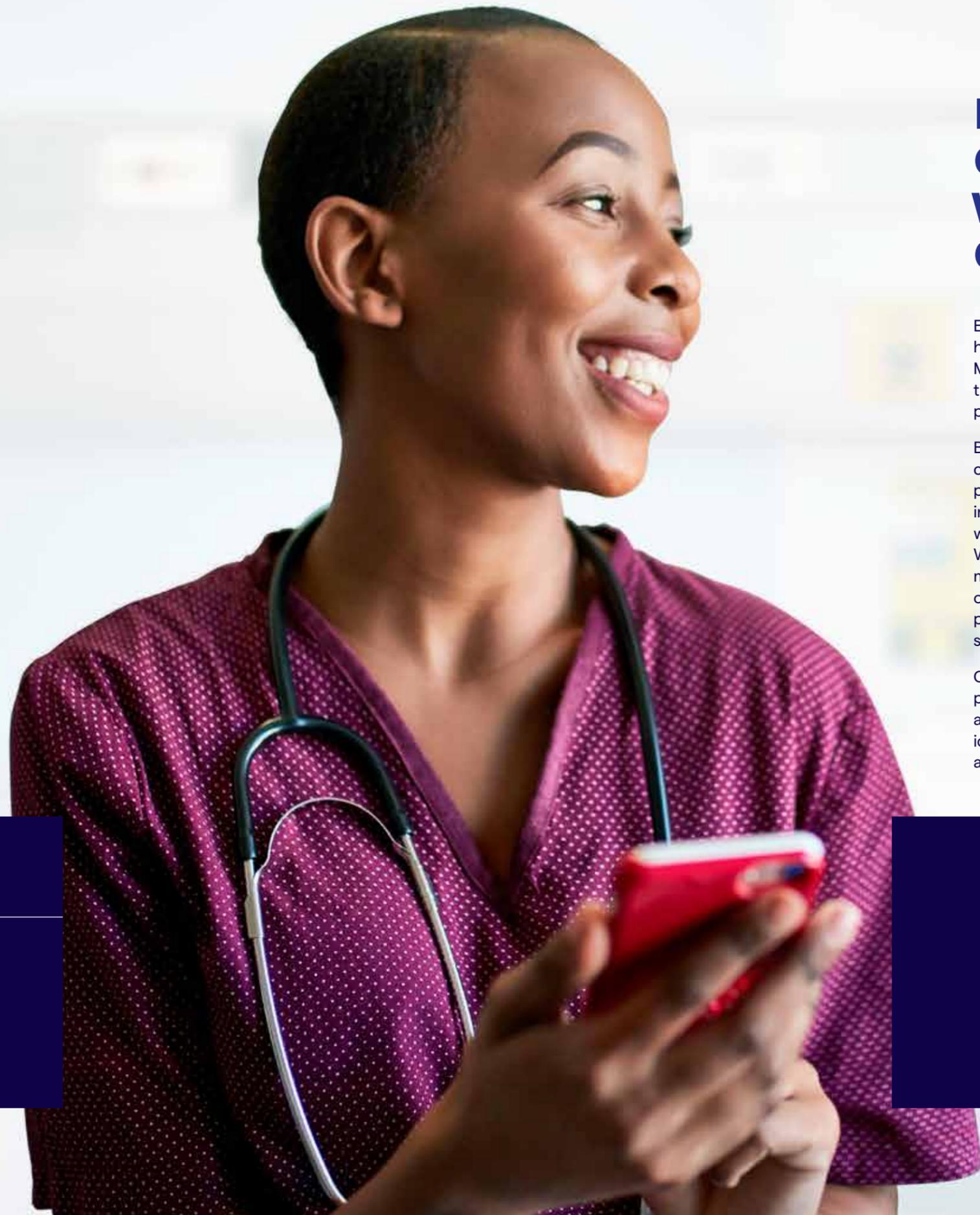
IMPROVING CARE COLLABORATION WITH MOBILE COMMUNICATIONS

Efficient care team communication is integral to your hospital's success and your patients' care. The Voalte™ Mobile solution connects caregivers no matter where they are, ensuring they have a continuous pulse on their patients and can respond quickly to patient needs.

By combining an app for shared smartphones, a web client for desktop and laptop computers, and an app for personal smartphones, Voalte enables those working inside and outside the hospital to exchange information with each other and stay connected to their patients. With voice calls, alert notifications and encrypted text messages, caregivers have a range of communications options for coordinating patient care, while shielding protected health information from disclosure and supporting compliance with HIPAA mandates.

Critical patient alerts from the EHR, nurse call and patient monitoring devices can go directly to the appropriate caregiver or care team, helping them identify patient issues sooner, and accelerate treatment and recovery time.

NURSE CALL

PATIENT SATISFACTION

21%

Increase in HCAHPS[2]

MOBILE

EFFICIENT COMMUNICATIONS

59%

Reduction in communication failures[3]

ALERT & ALARM MANAGEMENT

SIMPLIFYING NOTIFICATION WORKFLOWS TO REDUCE ALARM FATIGUE

As technology proliferates in the hospital, so do patient information, system alerts and device alarms. Hillrom™ Alert and Alarm Management brings together the data, the workflow and technology to intelligently manage notifications about changes in patient conditions. Complete alert and alarm analytics support a data-driven approach for clinical managers to define notification procedures and workflows.

Hillrom Patient Data Visualization then delivers clinically relevant notifications with near real-time waveforms and patient vitals to the care team's smartphones helping them stay focused on patient care.

INTEGRATIONS

BRIDGING THE GAP BETWEEN TECHNOLOGY AND CARE

The healthcare model of the future is all about connected care.

To integrate seamlessly, you need a communications platform based on industry standards. The Hillrom care communications platform promotes interoperability between disparate solutions and information, extending the capabilities of your clinical support systems across the enterprise today and into the future.

When systems work together, your caregivers and your patients benefit.

INTEROPERABILITY

5.5M+
PER YEAR

Messages between EHR and nurse call[5]

REPORTS

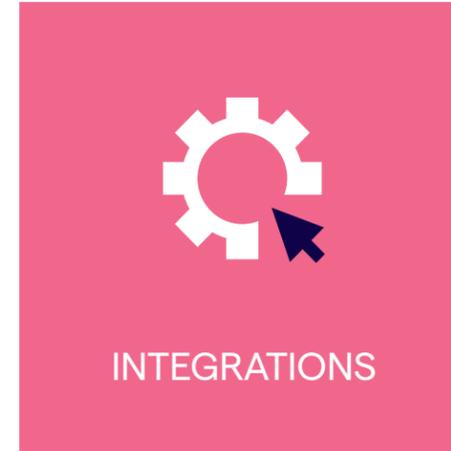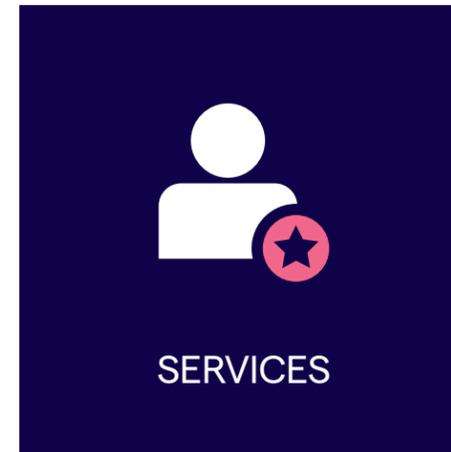# DIGGING DEEP INTO YOUR DATA TO DRIVE CLINICAL AND OPERATIONAL VALUE

Hillrom™ Reports provide powerful business intelligence tools that give your leaders the data they need to monitor, analyze and optimize care delivery across the healthcare enterprise. Dynamic reporting reveals usage trends and responsiveness based on voice, text and alerts, as well as bed, nurse call and locating data, allowing administrators to set performance baselines, establish goals for improvement and address breakdowns quickly.

Hillrom Reports guide your hospital toward clear, actionable answers that enable you to quickly implement changes, achieve workflow efficiency, and maximize patient safety and satisfaction.

INSIGHTFUL DATA

60%

Reduction in patient falls[4]

SERVICES

OPTIMIZING SCALABILITY AND WORKFLOW

Rely on our Services team to help you enhance clinical workflows, centralize system architecture, tighten security and manage system hardware. Our clinical experts collaborate with your nursing leaders to create seamless connections between caregivers, patients and technologies.

Our technical teams apply their experience with thousands of implementations to deploy solutions that scale and meet the unique needs of your health system. Onsite and remote support, in-person and online training, and ongoing maintenance give you the dependability that's so important in your demanding hospital environment.

TIME AT THE BEDSIDE

30%

More time spent in direct patient care[6]

Hillrom™

CONNECT CARE TEAMS ACROSS YOUR HEALTH SYSTEM WITH ONE UNIFIED CARE COMMUNICATIONS PLATFORM, FROM THE PATIENT'S SMART BED TO THE CAREGIVER'S SMARTPHONE.

ABOUT HILLROM

Hillrom is a global medical technology leader whose 10,000 employees have a single purpose: enhancing outcomes for patients and their caregivers by advancing connected care. Around the world, our innovations touch over 7 million patients each day. They help enable earlier diagnosis and treatment, optimize surgical efficiency and accelerate patient recovery while simplifying clinical communication and shifting care closer to home. We make these outcomes possible through connected smart beds, patient lifts, patient assessment and monitoring technologies, caregiver collaboration tools, respiratory care devices, advanced operating room equipment and more, delivering actionable, real-time insights at the point of care.

References

[1] Patient Safety & Quality Healthcare, November 21, 2017.
[2] Hillrom Customer (GC). Nurse Call Presentation. August 2015. On file. SMH HCAHPS Reports. 2016-2018. Customer data on file.
[3] Jesse E. Hansen, MD, Margot Lazow, MD, and Philip A. Hagedorn, MD, Reducing Interdisciplinary Communication Failures Through Secure Text Messaging: A Quality Improvement Project, Pediatric Quality & Safety, February 6, 2018.
[4] Hillrom Customer. Oncology Falls Study. OVU. 2015 -2016.
[5] Hillrom Customer (BH). Integrations Study. 2018-2019. Data on file.
[6] Hillrom customer (Central). Nurse Call interview. 2016. Data on file.

For more information, please contact your local distributor or Hillrom sales representative at 1-800-445-3730.

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