

CLINICAL MOBILITY CASE STUDIES



BAY AREA HOSPITAL

COOS BAY, OR

Beds: 172 **Smartphones/Wireless IP Phones:** 200

Bay Area Hospital selected Spok to provide a full patient care communication solution for its 112,000-sq.-foot expansion. Not only did they need a more effective method of secure, mobile physician and nurse communications, but they were also selecting the right technology for a new floor layout designed to help nurses spend more time on direct patient care. They will use Spok Mobile™ for staff messaging on a combination of Cisco® wireless IP phones and iPhone® and Android® smartphones.



Additionally, the staff will use Spok® Messenger for relaying clinical alerts, allowing Rauland Responder® 5 nurse call notifications to go straight to nurses' Cisco phones. This will provide nurses the ability to talk with patients from anywhere in the hospital, reducing unnecessary trips. Bay Area plans to expand these mobile alerts to related teams in the hospital, such as transport, supply, and pulmonary function.

"There are a lot of solutions on the market that do bits and pieces, but [Spok] provides the total package for critical communications in our diverse environment. We've used [Spok's] contact center solutions for years, and now can layer on the encrypted smartphone communications and clinical alerting with Cisco and Rauland to boot."

Bob Adams - Information Services Director, Bay Area Hospital

KOSAIR CHILDREN'S HOSPITAL (NORTON HEALTHCARE)

LOUISVILLE, KY

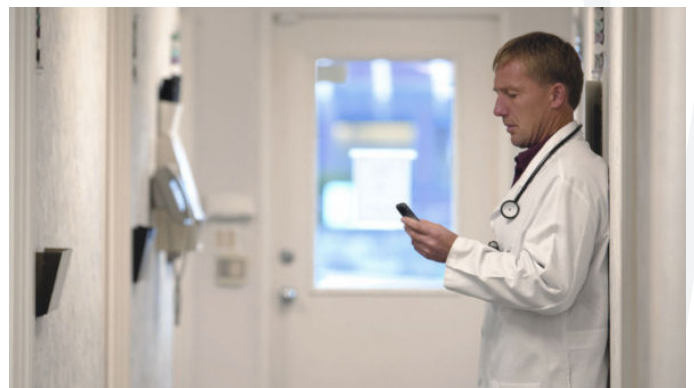
Beds: 263 **Smartphones:** 250

Kosair Children's Hospital chose Spok Mobile critical smartphone communications and Spok Messenger clinical alerting to speed the sharing of important patient updates among staff. The hospital aims to strengthen its mobile communication capabilities overall by bringing together several technologies in an integrated framework. These components include the GE Healthcare Telligence™ nurse call system, the GetWellNetwork® interactive patient care system, Cisco wireless IP phones, and smartphones.

The ability to use Spok Mobile for device-to-device communications will also be helpful to Kosair Children's busy staff. This method of HIPAA-compliant, traceable communications will enable administrators and clinicians to send and receive alerts about time-sensitive concerns with ease. These alerts can be about security measures or dangerous weather, as well as updates such as being at capacity and needing to ensure bed turnover procedures are completed as rapidly as possible.

"Our nursing staff welcomes improvements that aid their productivity because they know how much it can mean to the families in our care."

Scott Stanton
Manager of Service Excellence, Kosair Children's Hospital



CASE STUDIES

ST. MICHAEL'S HOSPITAL

TORONTO, ON

Beds: 475

Smartphones: Goal of 250

St. Michael's Hospital is relying on Spok Mobile to send encrypted critical messages to staff on their iPhone and BlackBerry® smartphones as well as iPad tablets. A key component of St. Michael's decision to select Spok Mobile was the ability of physicians to use the solution to acknowledge and respond to a message using a smartphone or tablet.

Spok Mobile integrates with St. Michael's Cisco phone system and other Spok solutions, improving staff communications facility wide. The hospital uses the Spok operator consoles to field internal and external calls, as well as initiate messages and code calls. The Spok web directory is used to manage on-call schedules throughout the organization, providing everyone with up-to-date information. St. Michael's can also use this solution to initiate pages and view the smartphone and tablet communications audit trail.

"[Spok Mobile] and the contact center solutions have helped us reduce the amount of time spent tracking staff members down and allows for more efficient and accurate communications."

Frank Garcea
Director of IT Infrastructure, St. Michael's Hospital



WAKEMED HEALTH & HOSPITAL IN RALEIGH

WAKEMED

RALEIGH, NC

Beds: 870

Smartphones: 1,000

WakeMed Health & Hospitals will roll out Spok Mobile for 1,000 users. The healthcare system has already centralized its contact center communications using Spok's operator consoles, web-based on-call scheduling, emergency notification, and speech recognition solutions. The addition of smartphone communications will expand the reach of this foundation with traceable, highly secure mobile messaging for busy clinicians who need immediate contact regardless of their physical locations.

"[Spok Mobile's] security features, traceable messages, and ease of communication with different types of devices will assist our doctors and promote safe information sharing for our patients."

Lisa Forte
Manager, Systems Call Center, WakeMed Health & Hospitals

