

enhancing care team

COMMUNICATION

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PROBLEM

Hospital units are dynamic environments in which various care team providers must coordinate their efforts to deliver high-quality patient care.

Effective communication among providers in the hospital is critical to improve quality, safety, and efficiency in the hospital.

Past studies have shown that technology may offer solutions to improve communication in the hospital, leading to improved operational efficiency and provider and patient satisfaction.



Residents were spending about 20% of their day communicating with healthcare providers.

53% face to face
36% on the phone

Current Issues of Communication



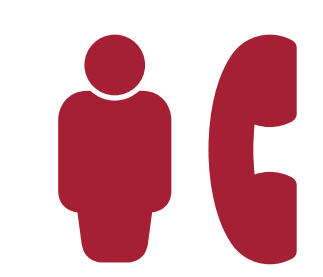
Face-to-face interaction

Issues: Difficult for all providers given their dynamic assignments



Mobile cell phones for residents

Issues: Interruption-prone workflow - No prioritization of messages



Land-line phones for nursing

Issues: Time wasted waiting for response - Overhead pages disruptive to patients

INTERVENTION

We sought to improve workflow efficiency and communication among providers by utilizing Smart technology (iPhones or iTouches) and a secured-messaging mobile application (Cureatr™)

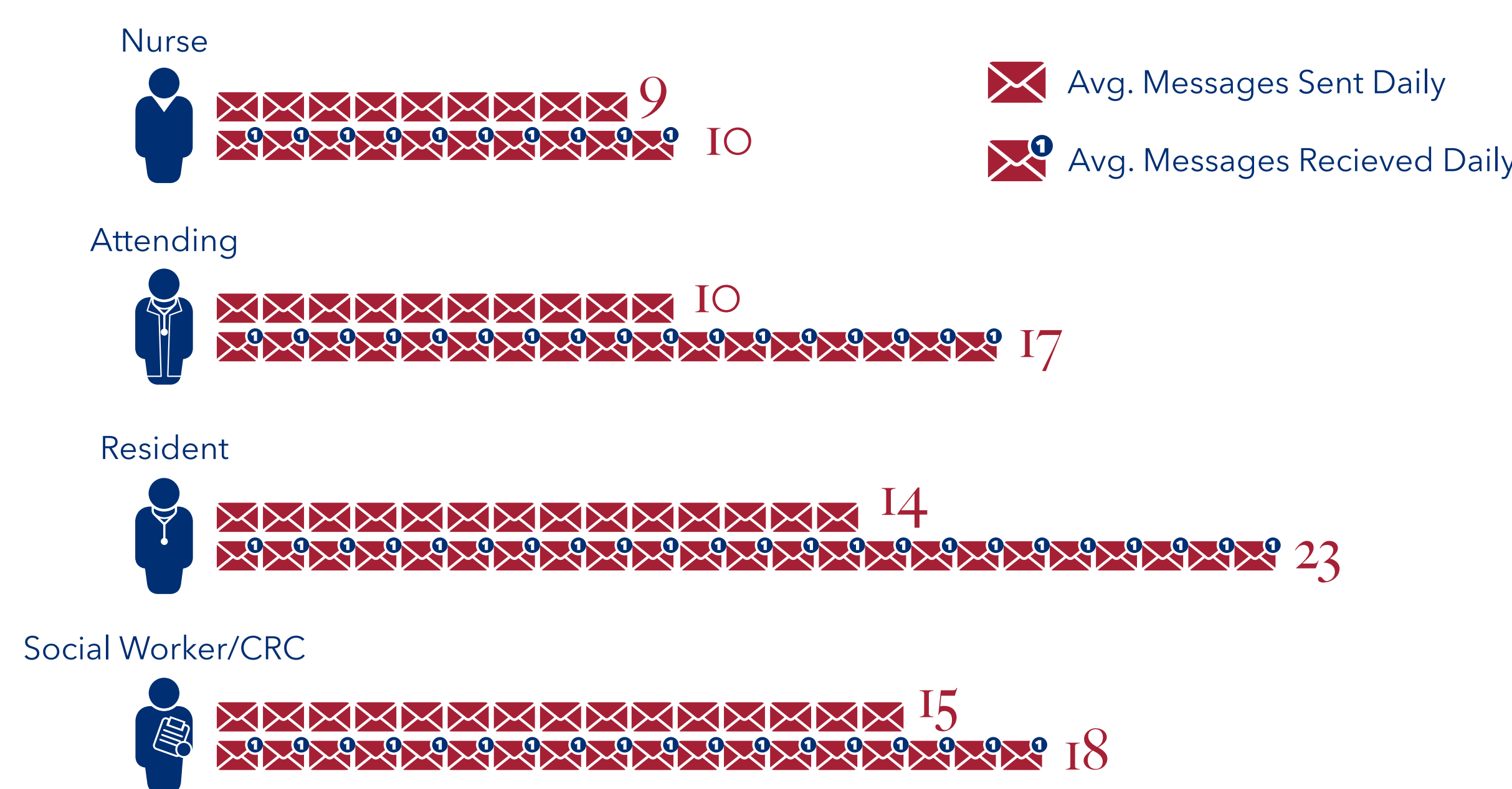
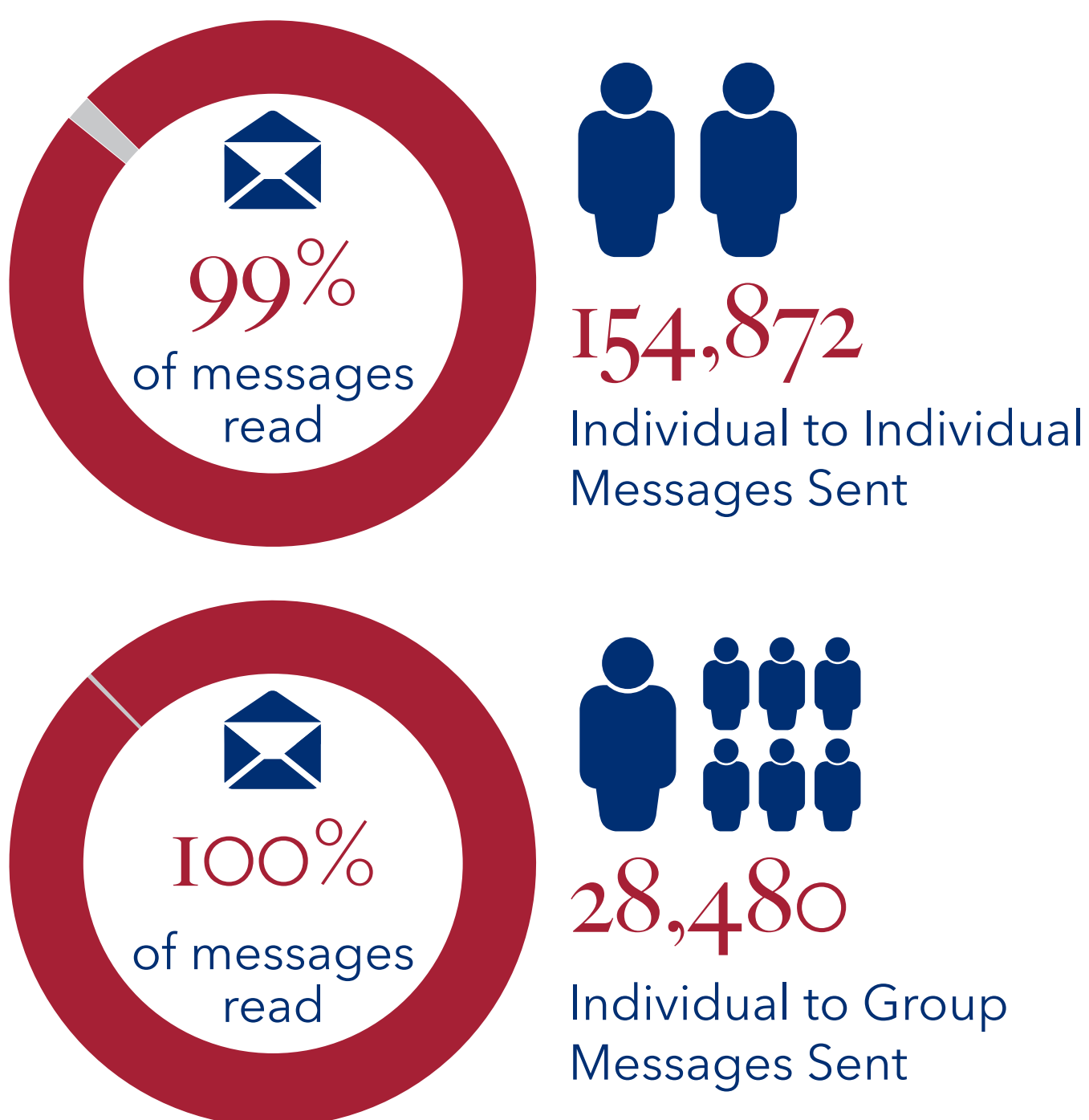
Nurses, residents, faculty physicians, pharmacists, social workers, and discharge planning nurses were provided iPhones or iTouches on 4 hospital units:

- 2 Medicine teaching units
- 1 Surgical teaching unit
- 1 Hospitalist unit

Providers utilized secured-messaging mobile application (Cureatr™) on a hospital issued Smart technology for non-urgent communication starting in May 2013

RESULTS

General Use



Impact on Landline Communication on One Unit

Reduced Long Distance Call Charges Over 4 Months

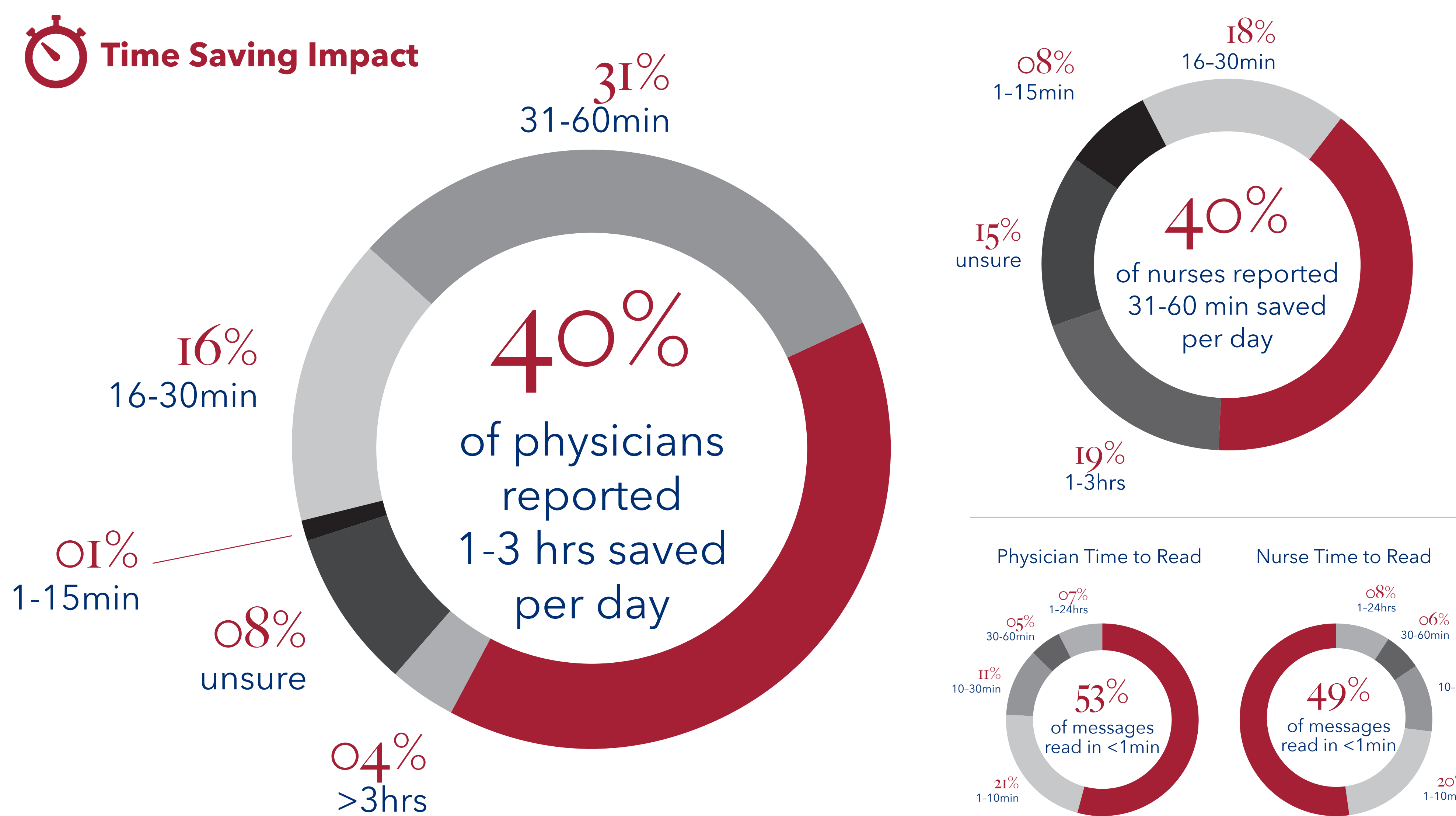


Reduced Overall Land Line Usage Over 4 Months



These reductions can be translated into real cost savings with lower long distance tolls and fewer landlines for large scale implementation.

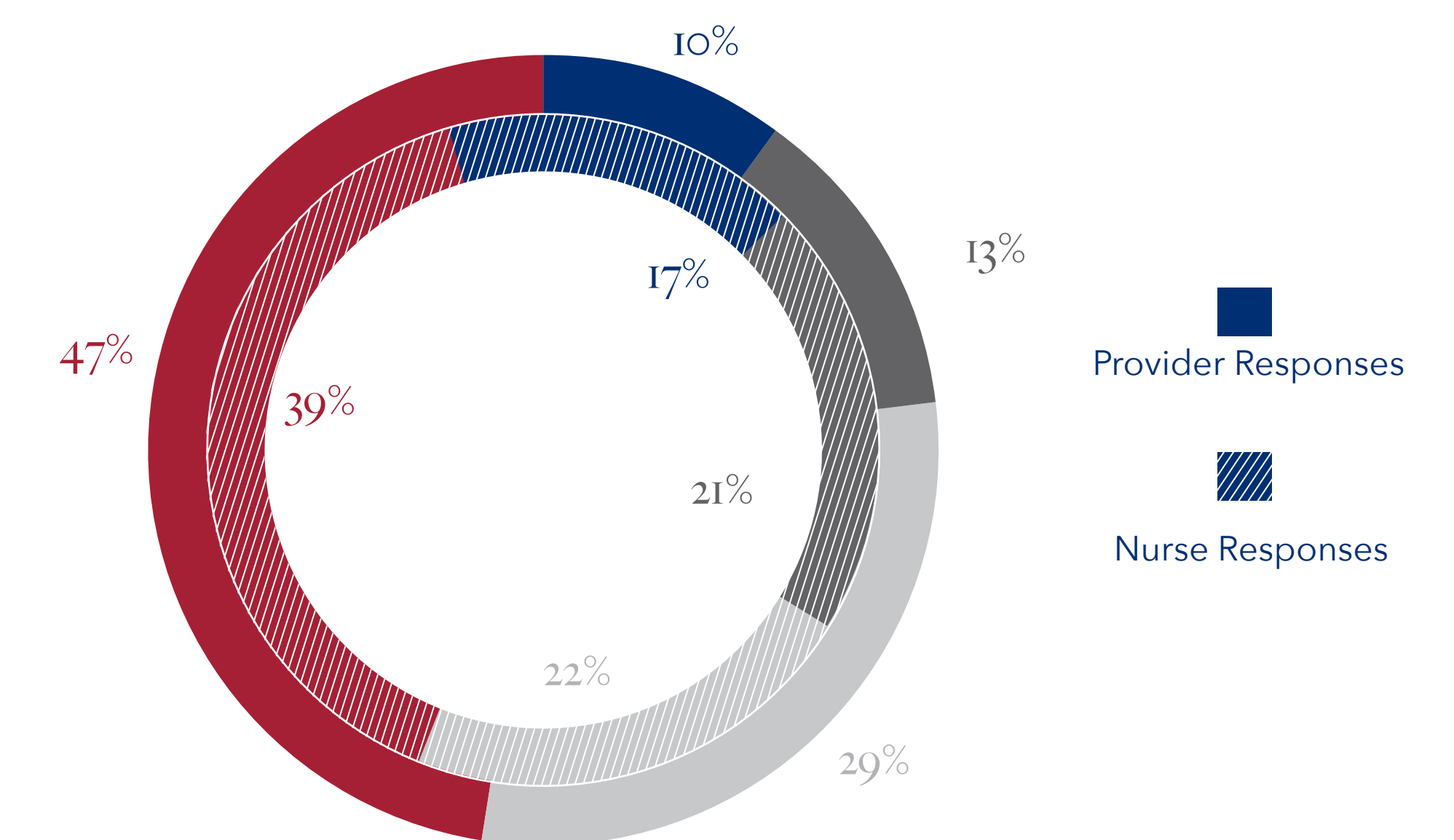
Time Saving Impact



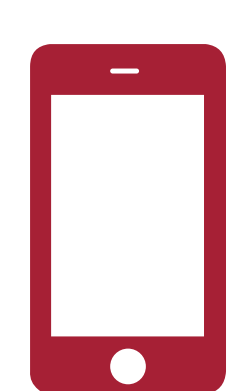
Hospital Improvement Impact

Reported areas of improvement

- Patient Experience
- Better Work Environment for Staff
- Better Medical Outcomes
- Efficiency of Patient Care



LESSONS LEARNED



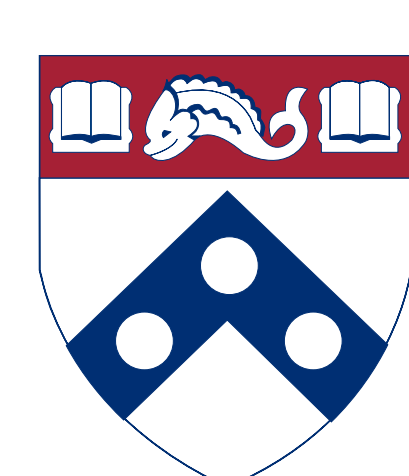
A mobile communication application on Smart technology can improve communication and workflow efficiency among care team providers.



Average time saved daily by both nursing and physicians was reported to be about 60 minutes and 90 minutes, respectively.



There is potential hospital savings from decreased landline usages and improved operational efficiencies with the use of a secured-messaging application among care team providers.



Penn Medicine