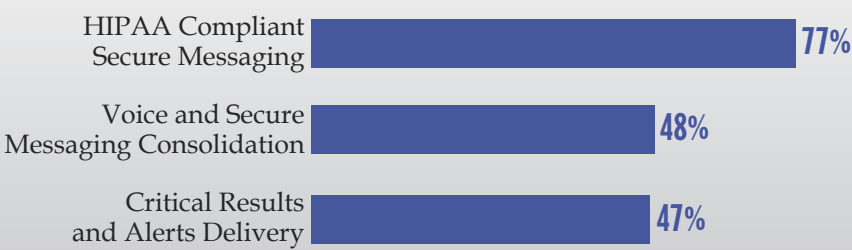


Tackling Challenges with Clinical Communications

Care Team Collaboration – Unified Communication

Top Drivers for Clinical Communication Selection by IT Respondents

What do you want to achieve with your mobile communication solution? (Top three selected)*



*The State of Clinical Communication & Workflow | A HIMSS Analytics Industry Benchmark Study.

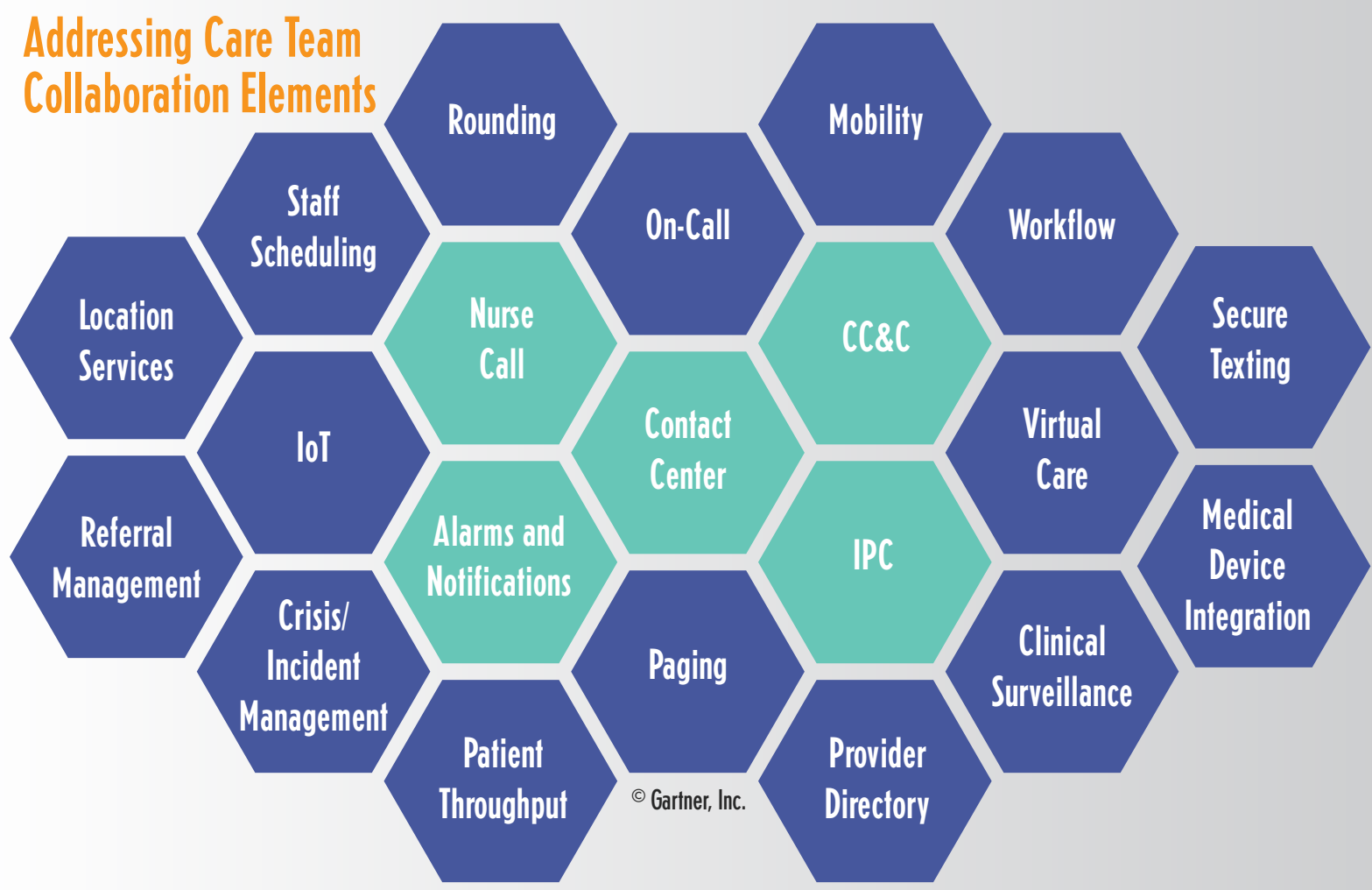


64% of clinicians feel there is limited clinical workflow integration with communications technology.*



51% have plans to implement smartphones as communication devices in their organization.*

Addressing Care Team Collaboration Elements



What is Unified Communications (UC)?

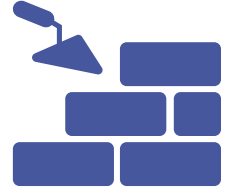
An ecosystem that automates and unifies communication in a common context and experience.

- > Core telephony and collaboration => traditional
 - Telephony: desk, wireless, cell and software phones
 - Voice mail with integration to email
 - Audio conferencing
 - Video conferencing
 - Instant messaging and presence



Realize that the definition for UC is a moving target

Everything needs to sit or rest on solid footing



Challenges

- Antiquated PBX systems
- Thousands of Centrex lines
- Use of dated primary rate interface (PRI) technology
- Continued use of pagers
- End-of-life paging systems
- High demand for smart phones that infrastructure won't support
- Multiple audioconferencing solutions
- Little use of video conferencing
- Underutilized secure texting platform

Decisions

- Understanding the problem and sources of dismay
- Developing a strategy and 3-to-5 year roadmap
- Obtaining buy in and funding
- Determining governance – Who decides? Who pays?
- Timeframe – Can't move fast enough!
- Assembling team – Will new skills need to be learned?
- Technology – Will it ever stop changing? Maturity?

Telephony

- One-size-fits-all voice over internet protocol (VOIP) may be a dated approach
- Optimize end-point usage and deployment
- Prepare for a centralized contact center
- Recoup some expense by removing legacy

Mobility

- Pagers versus secure texting
- Smart devices – corporate versus personal, use of clinical ready or consumer device

Collaboration

- Instant messaging beyond IT
- Internal or external support models for audio and visual conferencing
- The role of Teams, Spark, Slack or other collaboration software in healthcare

Financials

- UC licensing costs are moving to operational expenses
- Enterprise versus site expense

UC Core Considerations

Questions to Ask

- Is anyone moving to unified-communications-as-a-service (UCaaS) for telephony, audio/video conferencing or the contact center?
- How are smart phones provisioned (corporate owned vs stipend)?
- With a more mobile workforce, why purchase a desk phone?
- What are the adoption barriers of using collaboration technology?
- Is the spend for UC sustainable?

Care Team Considerations

- Increase adoption of secure texting
- Physician adoption equates to schedules and directories
- Data sharing between clinical systems and device integration
- Delivery methods – avoid the tech belt syndrome
- RFI/RFQ/RFP versus point-of-care (POC)/Pilot
- Future => more data with internet of things (IoT)

Governance

- How are projects being governed? Is a steering committee needed?
- Is IT leading or facilitating the discussion?
- What are the priorities for implementation of care team collaboration technologies?



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