

The ability to deliver actionable information to clinicians is paramount to preventing delays in care, preventing sentinel events, and improving overall quality of life for nurses, physicians and other healthcare professionals. The faster this information can be communicated, the faster a care plan can be created for patients. Insights gathered from tracking real-time communication results allows health system leaders to make decisions about their processes and ensure more value is delivered to the patients they serve.

REDUCED IN LENGTH OF STAY

Accessibility and communication among the care team allows for faster and more informed consults by physicians and better organized discharges. Physicians who collaborate in real-time can easily consult with others on the team to ensure efficient care is being given, and when patients are ready to leave, approve a discharge. Faster communication reduces the overall time a patient must spend in a care facility, which is everyone's goal.

REDUCED READMISSION RATE

Organizing the care team both inside the health system and after discharge is a critical driver in reducing readmissions. Seamless communication among the care team allows earlier intervention, prevents patient decompensation and subsequent readmission. This is particularly important for those patients requiring post-discharge follow-up care. The more collaboration among the entire care team, the less risk for complications from post-operative or other medical procedures.

FASTER DELIVERY OF CRITICAL HEALTHCARE

For Critical Teams, every second matters. Delays in care in these settings increase the potential for patient harm and inferior outcomes. Collaboration tools for an EMS team, for example, could provide a hospital with information on the patient, medications being taken and test results prior to the patient even arriving at a hospital, making coordination on care for when the patient arrives that much faster.

IMMEDIATE DELIVERY OF CRITICAL RESULTS

Critical or Stat lab results need to be viewed and acted upon quickly by an ordering physician. There is significant variation in the delivery times for important Labs or imaging results, with physicians often tracking down the results after several hours have passed. Receiving this information with any available documentation (PACs, Labs, other imaging) in real-time increases the speed with which a clinical team can react and provide faster patient care.

REDUCED PATIENT LEAKAGE

Health systems are merging at a record rate, leading to significant growth in both the number locations and the number of clinicians and services offered to patients. Many clinicians are unaware which specialists are aligned with their organization or if there are more convenient locations for patients to go to for care. Having specialists easily accessible in one collaboration platform gives clinicians the ability to refer patients to physicians in their health system.

IMPROVED PATIENT SATISFACTION

Whether in an acute or ambulatory setting, a common patient complaint is that clinicians do not coordinate their actions, leaving patients with conflicting instructions. But when care teams have the ability to communicate with one another before, during and after a consultation, the quality of that care improves and leads to higher satisfaction with a patient's overall experience.

Patient care will always come first for health organizations, but these are businesses that strive to improve efficiencies in processes and reduce costs. By increasing communication and collaboration with care teams, health systems can improve their ROI, increase caregiver satisfaction and build long-term relationships with happy patients.



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