

Is the business of healthcare slowing you down?



Healthcare professionals are responsible for managing a lot of things, including staff, providers, patients, contractors, compliance issues, response teams, medications and more. When this carefully balanced system gets interrupted, communication is the key to getting things back on track. But communication is not always easy in a mobile and fast-moving hospital setting where most people spend their time on the floor helping patients rather than at desks. That's where notification can help.

Here are ways healthcare administrators can use notification for increased efficiency and productivity:

- 1 Epidemic or pandemic alerts** – When a patient presents with a virulent infectious disease, notify providers and hospital staff to take proper precautions. Use a call bridge to alert decision-makers and invite them to join an immediate conference call to decide how to best handle the situation and how to share information with the public and press.
- 2 Emergency staffing** – When earthquakes, hurricanes or other emergencies hit, use notification to mobilize staff quickly to deal with the influx of patients that comes with large-scale disasters. Use your notification system along with your database to determine which staff is on or off duty, and instantly deliver urgent messages to appropriate workers.
- 3 Inventory and event alerts** – Use notification for interdepartmental alerts when hospital departments are in a crunch, with beds or supplies running low. Quickly deliver a request to on-duty nurses to initiate a bed count and inventory levels; responses can be tabulated in just moments.
- 4 Patient pre-admission and follow-up** – Reduce hospital re-admissions and overall costs by using notification to assist with patient care during the critical pre-admission and outpatient stages. Deliver alerts to patients about preparations like fasting, requisite forms and pre-admission blood tests, and to share medication instructions. You can even use notification to alert them of upcoming appointments after they've been released.
- 5 Tracking service levels** – Use notification to track follow-up and help meet your service level agreements (SLAs), making sure that patients are being adequately cared for. Sophisticated notification technology will close the loop, tracking patient requests through service desks, housekeeping, nursing staff, and back to patients, noting timeliness of response and completion of service.

- 6 **IT services** – Manage critical IT operations by using automated notification to alert the right staff quickly to avoid latency and keep systems up and running, ensuring that insurance information and other electronic medical records are available and accessible at all times.
- 7 **Pharmacy communications** – Use notification to alert pharmacies of increased needs for specific drugs or supplies, or simply as an alternate to phoning in a prescription. Pharmacies, in turn, use notification to alert patients and healthcare professionals when prescriptions are ready to be picked up.
- 8 **Hospital system coordination** – Notification provides a powerful way to coordinate relief efforts among and between system hospitals when a disaster strikes and several hospitals are impacted. Use notification to prepare teams, direct responders, and route supplies and equipment between hospitals.
- 9 **Unauthorized activity or intruders** – Hospitals are beehives of activity, and it's easy for unsavory types to take advantage of the level of activity within. In the case of stolen drugs or equipment, or an infant abduction, use notification to send an alert to all personnel, no matter where they are, and get the word out, making it difficult for an interloper to escape without notice.
- 10 **Billing code updates** – When a large hospital system or HMO has changes to billing codes or procedure guidelines, use notification to update providers; log their responses to make sure all have received the information they need.

Use notification to keep the business side of healthcare running smoothly and efficiently, and you'll soon discover that your staff has more time to spend on the important job of patient care. Learn more great ways to use automated notification at onsolve.com.

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