



## Health Care

### Improving Patient Care

#### Challenges:

- Operator costs
- Improve communications across campus buildings
- Improve patient services
- Extend value of legacy communications system

#### Benefits:

- Centralized directory
- Shift operators to more important roles in patient care
- Numberless adhoc conferencing allows for critical real time collaboration of patient's team of caregivers

#### Results:

- Immediate ROI of \$200K
- Healthcare providers have more time to spend with patients
- Quicker collaboration and communication in real time across the medical center campus

A large Medical Center, committed to improving the health of the people of its region through excellence in clinical care, service, teaching and research, acts as the epicenter of an integrated health care system. It is also a partner with a local medical school and provides for the education of future physicians, nurses and other health care professionals. They also participate in research efforts that bring their patients the latest diagnostic and treatment protocols. The Medical Center includes four campuses as well as a network of care that includes community-based physician practices, home health, hospice, rehabilitation and behavioral health services.

The medical center was initiating a new Excellence in Service initiative. The CIO of this regional medical center faced with rising healthcare costs sought innovative ways to leverage their existing technology, cut costs, and streamline operations while positively impacting and improving their levels of patient service. The CIO chose PeopleFind to help solve and overcome these most challenging business issues.

PeopleFind easily integrated to the existing legacy voice communications platform, thus extending its value with the benefits of speech technology. By speech enabling the company directory, employees are now able to be routed to the appropriate personnel via speech commands quickly and efficiently. Employees on this healthcare campus no longer need to remember the extensions or concern themselves with the location of fellow employees. They simply speak the name or department they are trying to reach. It enables on-site employees to simply press a "PeopleFind" button on their phones, say the name of the person, department or location and they are automatically connected. The directory is operational 24x7x365. Remote employees can access the service from anywhere by simply calling a designated number and saying "PeopleFind". They are immediately connected to the person, department or location desired. It removes the burden of having to remember phone numbers, department extensions or pager numbers. The CIO says "employees love the convenience of the service to enable quick and easy connection and collaboration. The ease of being able to simply say "connect me to the nurses station 13<sup>th</sup> floor Hunneman Building" is beneficial to staff instead of searching through a directory or waiting for operator assistance. It is a tremendous time saver and benefit for our dispersed and constantly mobile staff. The benefit in an emergency situation is beyond measure."



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System administrators are provided with web access to the tools from their desktop to facilitate basic maintenance tasks. The hospitals directory is being constantly updated and improved by Lyrix's important and unique Day2 Services to ensure continuous improvement of the directory-critical with large directories. They also no longer have to print phone directories. This too was a cost saving measure and became part of their "green initiative". Long distance toll charges are also diminished. Previously, a call to another hospital within the geographically dispersed healthcare system would incur long distance fees. By incorporating PeopleFind with the hospital's existing data network, the fees incurred for inter-hospital calling have been virtually eliminated. PeopleFind has reduced the number of calls to the switchboard by 80 percent at an accuracy rate averaging 99 percent. They realized an immediate ROI with the reduction of 4 full time operators and the transfer of another operator to a more important role in Patient Services. The increased efficiency for the staff members translates to better service for patients, with the added benefit of hard dollar cost savings.

With the introduction of speech technology into this regional medical centers environment, employees are more accessible and productive and are able to make quicker connections and decisions. The unique ability of PeopleFind to deliver speech enabled conferencing, enables doctors, nurses and other important members of diverse care teams to consult on a patients care track easily and facilitates important patient care decisions ensuring patients get the right care at the right time. The CIO said it was an important component of the solution and "we want to give our patients the utmost care and allow our doctor's and nurses more time in their day to spend with their patients." PeopleFind delivers that value to the staff and patients benefit. PeopleFind is an integral part of their Excellence in Service initiative.

The next phase of this initiative will include providing and offering an easy to use PeopleFind translation locator service, as well a state of the art RFID system that provides for the location of various hospital equipment powered by PeopleFind's speech capabilities.