

CONNECTING YOU TO THE POWER OF
INFORMATION IMMEDIACY™

HOSPITAL-WIDE SUPPORT STAFF MANAGEMENT

A CONNEXALL® SOLUTION

How It Works

Streamlining requests and workflow for support staff, including porters and house-keeping, can contribute to greater overall efficiency and improved patient flow. Through virtual call points unique to Connexall, you can set up rules and processes for each request.

Direct communication to wireless devices allows support staff to prioritize their workload and remain mobile while still being reachable at all times. They can acknowledge or escalate each request as it happens, or call the requestor back at the touch of a button if they need clarification. Or, if they are occupied with another task and do not respond within a pre-determined amount of time, the notification will be automatically escalated to the dispatch call centre or another staff member.

With a simple double-click of a mouse or touchscreen, a unit can request transport of patient, specimens, or other materials. A pre-defined porter will receive a notification on his or her wireless phone to go to the patient's room and complete the transport request. At the same time, house-keeping can be notified if a patient room is about to be empty and requires turnover.

Automating porter and supply requests means that clinicians can spend time focusing on what matters the most – patients – instead of coordinating support requests and tracking down hard-to-find staff.

Reporting

Included in the core of Connexall is robust management reporting capability, providing management teams with data relevant to their specific departments, and allowing for precise fine tuning of workflow processes. Managers can use this tool to improve efficiency and manage workload.

Additional Integration

Easily integrate new devices and monitoring software, or adapt new tools and procedures in your facilities. Connexall integrates with virtually any business system including: wireless phone systems, HL7, paging controllers, patient monitors, telemetry, security systems, fire alarms, access control, PBX, network equipment, HVAC and many more. At one central location, staff can manage and monitor events from different business systems.

Simple to Use, Easy to Learn

Connexall's user interface is intuitive - so staff training is easy. With one touch of a button, supplies can be requested, staff can be contacted, calls can be forwarded, and reports can be generated. Acknowledging requests, signing in or out, and escalating calls takes mere seconds – ensuring efficiency. With improved communication, patient flow, staff accountability, and data measurement, clinicians can spend more time on what matters most - quality patient care.

Connexall®
CONNECTIVITY WITHOUT LIMITS

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Connecting healthcare environments to the power of information immediacy.

Results you can count on

With four hospitals scattered throughout central Lisbon, patient transfers have always been an issue for CHLC. In fact, in the first quarter of 2008 alone, patients spent a cumulative 100 hours waiting in ambulances during transfers.

Connexall's Support Staff Management Solution was used to improve patient flow by integrating communications between sites and automating portions of each transfer request, and automating supply and service requests.

Connexall Delivers: Summary of Results

- €131,600 (\$180,000 US) in savings in the first eight months
- Sterile supply service: 20 minutes reduced to 45 seconds with Connexall
- Porter service response time: 2 minutes reduced to 12 seconds with Connexall
- Waiting time for radiology: 1 hour reduced to 15 minutes with Connexall
- Increased patient comfort and satisfaction

In 2009, Deloitte Portugal and Diário Económico awarded CHLC first place in the "Improvement in Health Procedures" category of their 7th annual Good Practices in the Public Sector Awards for the Connexall Integrated Communications Platform for Healthcare Teams project.

"Connexall helped lower the 'bottle-neck' effect of our communication strategy. It optimizes communications and reduces waiting times.

The return on investment and savings is impressive, but we've also seen obvious improvements with increased patient satisfaction and comfort. Connexall has played an essential role in establishing a higher level of care at CHLC."

- Mercedes Bilbao
Chief Operating Nurse
CHLC, Lisbon, Portugal

- ✓ Improve patient flow and create efficiencies through improved communications and process automation
- ✓ Reduce the opportunities for human error by automating processes
- ✓ Communication acknowledgment: on receipt of alarm, staff can acknowledge, escalate, or cancel an event
- ✓ Reduce call volume: keep track of request status directly on your desktop, reducing the number of back and forth calls between units
- ✓ Increase staff retention: Improved communications and the ability to better prioritize tasks leads to increased staff satisfaction and retention
- ✓ One-touch callback: instantly return messages or calls with one button
- ✓ Leverage existing technology infrastructure: Connexall is completely vendor-neutral – allowing you to enhance existing equipment, or choose new, best-of-breed systems
- ✓ Integrate systems and devices across multiple facilities: draw on resources across wings or buildings for maximum efficiency