Case Study

The Mount Sinai Medical Center
Enterprise Solution Delivers Results

About Mount Sinai

The Mount Sinai Medical Center, founded in 1852, is a 1,171-bed tertiary – and quaternary-care teaching facility and one of the nation's oldest, largest and most-respected voluntary hospitals. In 2009, U.S. News & World Report ranked Mount Sinai among the nation's top 20 hospitals based on reputation, patient safety and other patientcare factors.

Nearly 60,000 people were treated at Mount Sinai as inpatients last year and approximately 530,000 outpatient visits took place.

Before Connexall

With over 300 programs, departments, and clinics, Mount Sinai Medical Center provides a wealth of patient services. Optimizing the patient experience means that new technology and projects are used to improve patient care as well as lead innovation.

Before Connexall was installed, nurses responded to telemetry alarms by periodically walking to a central nursing station to assess the status of a patient. This meant making repeat visits to the nursing station between visits to patient beds, since nurses did not have access to the alarm information elsewhere.

Although SQL reporting was already used to track some data, information such as nurse response times to patient or staff requests was unavailable before integration. SQL reporting did not have a means of tracking the time it took nurses to respond to patient alarms.

"By using technology and a more efficient workflow to improve staff response time to critical events and patient requests, Connexall will help us take the next step in creating a superior patient experience."

– Mark DeLaney
Vice President of Information Technology
The Mount Sinai Medical Center

The Connexall Solution

In the first phase of the project, alarms from Mount Sinai's GE patient monitors were integrated through Connexall and routed to Vocera badges carried by clinical staff. Connexall filtered event information so that nuisance alarms are ignored, ensuring that alarm fatigue is not an issue, and each critical event is responded to.

The second phase of the project enabled nurses to communicate with patients by integrating patient bedside Hill-Rom nurse call stations directly to the Vocera badge of their assigned nurse. At the touch of a button, the nurse can acknowledge the request, or if needed, initiate a two-way voice conversation.

In both phases, Connexall's fully customizable escalation process ensures that events are dealt with appropriately. Additionally, Connexall's robust, built-in reporting capability helps Mount Sinai identify process bottlenecks and create direct staff accountability for all alarms.

Connexall's integration to the SQL reporting database enables staff to produce customized scripts and detailed reports. The reports provide information about nurse call requests and telemetry alarm acknowledgement times, which can be used to optimize staff scheduling.

Connexall Delivers: Results Summary

Connexall's vender-agnostic solution enables closed-loop communication between mobile staff and patients. The power to integrate the communication and performance of a wide range of devices and equipment compliments Connexall's versatile integration options, detailed comprehensive reporting capabilities and easy-to-use, clinically-designed solutions. The immediate improvements to staff efficiency and patient care can make a significant impact on physician referral patterns, since improvements to patient care and safety are factors in increasing the rates of patient satisfaction and likelihood of referrals.

"One of the key reasons we chose Connexall is its ability to generate comprehensive reports that we can use to measure performance by individual and by unit. This will enable us to focus our continuous quality improvements efforts where they will yield the most benefit."

– Mark DeLaney
Vice President of Information Technology
The Mount Sinai Medical Center

HIMSS is proud to honor the Mount Sinai Medical Center as the winner of the 2012 Enterprise HIMSS Davies Award of Excellence. Since 1994, the Nicholas E. Davies Award recognizes excellence in health information technology, specifically excellence in use of the EHR to successfully improve quality of care and patient safety.

"The long term benefits of our new EMR system, which I consider the backbone of our care today, are far reaching," said Kenneth Davis, CEO of Mount Sinai. "It enables new reimbursement models, improvements in safety and quality, and accelerated research and innovation."