



## CUSTOMER REFERENCE STORY

# One smartphone. One platform. A wealth of healthcare information benefits.

How the Ascom Healthcare Platform helped Mission Hospital bridge its digital information gaps—and deliver patient-centric information to clinicians and care teams

### **The challenges of digital information gaps**

Outside Mission Hospital in southern California it was paradise: sun, sea and gently waving palm trees. Inside was another matter. Nurses were carrying up to five communication devices. Caregivers were being constantly interrupted. Clinicians were kept waiting for critical clinical information.

Like many acute-care facilities, Mission Hospital was living with multiple legacy IT and clinical communication and information systems—and the systems were having trouble working with one another. The resulting communication bottlenecks were impacting everything from staff morale to patient satisfaction to workflow efficiency. In fact, according to Kristen Robb, IS Strategic Partner, Director – Southern California, Providence St. Joseph Health, communication issues were the number one reason behind delays in delivering patient care.

But delayed care delivery was only part of the problem. Nurses were having to walk a minimum of four miles a day to collect clinical information. This involved walking to and from stationary PCs, nurse stations, patients and colleagues. Then there was the time lost locating multiple communication devices, waiting for information, and manually entering data into medical records. “Our nurses,” says Robb, “were spending too much of their time on these and related activities. And as with so many other hospitals, we were keen to increase the nursing time spent on direct patient care.”

**“Ascom helped us realize our vision: to move from multiple devices and communication barriers to one mobility health-care platform”**

Kristen Robb  
IS Strategic Partner, Director  
– Southern California,  
Providence St. Joseph Health

Mission Hospital then developed its action plan, an ambitious mobility initiative called ‘The One’. Put simply, ‘The One’ envisaged a comprehensive digital information platform for Mission Hospital; one that could optimize communication and collaboration, with patient-centric data delivered in near-real time to clinicians. ‘The One’ also referred to the hospital’s vision for a single coordination and communications device. “Ideally,” explains Robb, “we wanted a smartphone that would work smoothly with our existing IT resources, and that could also integrate with third-party systems.” Such a solution should put telephony, secure messaging, barcode scanning, a good camera, alert management/monitoring, nurse call, task assignment into clinicians’ hands—all in a durable yet intuitive and ergonomic handset. “The Ascom Myco smartphone and the Ascom Healthcare Platform,” says Robb, “ticked all these boxes.”

The collaboration between Mission Health and Ascom began with consultancy services, before moving on to a pilot program deploying 50 Ascom Myco smartphones and Ascom Unite software. The results of the pilot were more than encouraging, and Mission Hospital decided to deploy five Ascom Unite modules and 350 Ascom Myco in multiple disciplines and roles: physicians, nurses, respiratory therapists, pharmacists, radiology, surgical services, environmental services, rehab/physio therapy, laboratories.

**Smoother workflows, more time for direct care**

“We’ve made great progress realizing ‘The One’ vision,” reports Robb. “We now have integrated nurse call and alert and alarm notification management. Thanks to Ascom Unite Assign we have dynamic care team staffing assignment. Mobile clinicians can see clinical information and waveforms from patient monitors and 12-lead ECGs in near-real time on their Ascom Myco smartphones.”

**Other improvements reported by Mission Hospital include:**

- Streamlined information flows, which are helping to make more time available for direct patient care
- Enabled mobile clinicians to gauge the severity of an alert before interrupting a task and walking to the patient
- Reduced to one the number of communication devices carried by nurses
- Significant improvement in efficiency of wound management; clinicians use the Ascom Myco smartphone to photograph wounds and, thanks to third-party integration, upload the high-quality images directly to the Electronic Medical Record (EMR)

**Ongoing collaboration aims to extend benefits**

Mission Hospital and Ascom are continuing to collaborate on expanding and enhancing ‘The One’ concept. There are, for example, plans to introduce data collection from infusion and IV pumps, to integrate barcode scanning with the EMR, and to implement Real Time Location Services (RTLs). “Properly managed, clinical information technology has a tremendous potential to improve care, and ultimately to improve patient satisfaction and outcomes,” says Robb in conclusion. “All of us at Mission Hospital are proud to see what we’ve already accomplished in such a short period of time.”

**“Our nurses are delighted with the inbuilt photo/imaging functionality on the Ascom Myco smartphone that is integrated to the EMR. Nurses simply take a photo of a wound and upload it directly to the EMR. This has really smoothed our workflows.”**

Kristen Robb, IS Strategic Partner, Director,  
Providence St. Joseph Health



Ascom Myco 2



## The Ascom Healthcare Platform at Mission Hospital

### Integrate

Mission Hospital has implemented Ascom Unite software. The solution's integrative backbone, Ascom Unite unlocks the value of different healthcare information networks and systems, and helps makes context-rich clinical information accessible to clinicians. Ascom software also enables streamlined flows of care information from Ascom Myco 2 smartphones to EMR/EHR systems, enabling clinicians to upload and share clinical information, and making it quickly available for colleagues.

### Orchestrate

The Ascom Unite software suite is also responsible for orchestrating alerts, secure messaging, requests and clinical information between patients, clinicians, monitors, etc. Ascom Unite manages and directs information flows (alerts, clinical data, photos, etc.); helping to ensure they reach the correct clinicians and care teams at the right time.

### Enable

Mission Hospital's Ascom Unite software modules works together with 350 Ascom Myco smartphones to deliver up-to-date, context-rich clinical information to specified clinicians and care teams. The ability to access and share clinical information while on the go enables better-informed care decisions. The smooth, smartly managed flow of clinical information helps streamline communication and coordination, leading to smoother multi-step, multi-location care activities.

### Mission Hospital – key facts and figures

- Includes two acute-care facilities (Mission Hospital Mission Viejo, Mission Hospital Laguna Beach), with a combined total of 523 beds. The hospital also houses CHOC Children's at Mission Health, a 48-bed dedicated pediatric hospital
- Received a 5-Star rating award—the highest possible score—for Quality of Care by the Centers for Medicare & Medicaid Services. One of only two hospitals in California's Orange County to receive a 5-star rating
- One of the busiest designated adult and pediatric Level II Trauma Centers in the state of California
- Part of St. Joseph Health, a not-for-profit provider of integrated healthcare
- Selected Ascom to help realize its 'The One' vision for an integrated clinical information platform, with near-real time patient-centric information being sent to clinicians' Ascom Myco smartphones

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