IMPROVING EFFICIENCY AND COST SAVINGS
Technology Solutions for NHS Hospitals
NHS hospitals and their managing trusts are challenged with balancing quality health services with a limited budget. This balancing act requires a constant effort to improve efficiencies throughout the 160 acute trusts, while also looking to cut costs wherever possible without impacting patient care. This is no small challenge.

With the rise of mobile communications options in healthcare, many hospitals are considering the most cost effective way to give their staff the right tools. Investment in the right technology will lead to greatly improved clinical workflows for doctors and nurses, while having the ability to prove a return on the investment.

With Spok®, it’s possible for one unified technology platform to solve multiple challenges across different areas and departments of the hospital.

FROM THIS: Many Challenges, Disjointed Solutions  
TO THIS: The Heart of Your Communications

SPOK CARE CONNECT: 
A FULLY INTEGRATED COMMUNICATIONS PLATFORM

Spok supports more than 2,000 hospitals—both large and small—in their quest to deliver the highest standards of care with communication technology designed to meet today’s challenges. Spok is passionate about critical communications in healthcare. For Spok, every message is important because we know that minutes and seconds matter in a hospital, where patients’ lives are at stake.

We offer a full suite of solutions, called Spok Care Connect, which integrates with existing workflows and technologies in your hospital and will enable you to deliver information quickly and securely into the hands of the individuals who need to act on it—wherever they are and on whatever device they are using. From the contact centre to the patient’s bedside, Spok Care Connect provides directory details, on-call schedules, staff preferences, secure messaging, and a lot more.
WORKFLOW-DRIVEN COMMUNICATIONS

WORKFLOW 1: REACH CODE TEAMS QUICKLY TO PREPARE FOR URGENT SITUATIONS

ED tests point to a heart attack. Code STEMI sent to 20-30 staff both on and off the hospital campus so they can prepare for their role in treatment. Staff respond with availability, and escalations are sent automatically to alternates. Coordinated, life-saving treatment is delivered to the patient quickly.

Having pre-built emergency call teams, on-call schedules, and staff assignment enables alerts to be delivered only to those necessary for response on mobile devices such as pagers, smartphones, or Wi-Fi phones. This reduces the need for staff required to manually build a response team on the fly.

WORKFLOW 2: SEND CRITICAL RADILOGY RESULTS TO THE ORDERING DOCTOR

An ED patient has a scan, which is sent to radiology. The radiologist notices cerebral bleeding and notes the critical acuity in the system. The system sends a critical test results message to the ordering doctor’s smartphone and updates the patient’s EPR with a flag. The patient is treated quickly and effectively.

Speeding the delivery of test results from radiology or the lab can help on two fronts. First, if the results are critical in nature, getting word to a patient’s doctor as quickly as possible is vital for that patient’s safety and care. However if the results are not critical, delivery of this information can help the hospital discharge that patient, turn over the bed, and speed up admissions to increase revenue. Spok has helped one hospital see an improvement in discharge times by 11 percent.

WORKFLOW 3: CONNECTING BUSY STAFF

A patient is experiencing pain and presses the nurse call button. The assigned nurse is notified on her smartphone. The nurse is able to use her smartphone to directly dial the patient’s room to speak with him and determine his need. The nurse then messages the patient’s doctor to request medication. The doctor quickly responds with the recommended dosage.

Nurse calls can bypass the nurses’ station and instead be delivered directly to the nurse currently assigned to that patient. If that nurse is carrying a smartphone or wireless IP phone capable of making a call, the nurse and patient can speak directly to determine the patient’s needs. Particularly for simple requests, this eliminates a trip to the patient’s room to determine the need, thereby speeding response time.
Today’s technology—point-of-care, safety, nurse call, X-ray, and other systems—generates a lot of valuable information that needs to be shared. The trouble is that it’s not being shared in meaningful ways with the right people.

Ultimately, being able to reach mobile team members within seconds of a critical alert improves overall workflow and staff efficiency. Whether your organisation uses Wi-Fi phones, pagers, smartphones, or even all of them in the same facility, Spok can help send alerts from your hospital systems to the appropriate devices your staff use.

**CLINICAL ALERTING**

Centralise the management of critical alerts and alarms generated by point-of-care and safety systems such as nurse call, patient monitoring, and many others. Link alerts from these systems to staff’s mobile devices to speed response times. This solution has achieved FDA 510(k) clearance as a class II medical device.

- Improve patient care with faster response to requests and critical changes in vitals
- Make staff work patterns more efficient
- Reduce overhead noise and promote a quiet, healing environment
SECURE MESSAGING

Spok enables doctors and nurses to improve many of their daily workflows with a secure smartphone messaging app that’s far more than just secure messaging. Spok Mobile® plugs smartphones, tablets, and wireless IP phones (and their users) into data, alerts, and messages not readily available on the move. Spok Mobile lets a doctor reference the on-call schedule and request a consult from the appropriate colleague. It allows a nurse to receive patient calls for assistance and determine the patient’s need, without requiring a visit to the patient’s room. It notifies the attending doctor when a patient monitor’s threshold has been reached.

- Integrate with existing third-party monitoring and alerting systems across the hospital
- Use a smartphone or tablet to access the organisation’s directory and send secure messages to any staff member, including the right on-call staff
- Send images and videos along with text
- Create closed-loop communications with delivery confirmations and the ability to respond to or escalate messages
- Support a wide variety of smartphones, pagers, and other devices, allowing staff to use their preferred device
- Protect sensitive patient details with encrypted, traceable messaging among doctors and other staff members

CRITICAL TEST RESULTS MANAGEMENT

Automate and streamline the process of delivering critical test results to the right doctors to help ensure patient safety. Closed-loop communications enable lab and radiology technicians to spend less time tracking down doctors and more time interpreting tests. This solution has achieved FDA 510(k) clearance as a class II medical device.

- Speed test result information to ordering doctors to improve patient care
- Meet patient safety requirements
- Reduce risk and cost of litigation associated with delayed, lost, or mishandled test results

Dr. Mack orders lab test for Terri

The bloodwork reveals a critical finding, which pathologist Dr. Orno enters into the laboratory information system

Spok sends Dr. Orno’s findings to Dr. Mack via secure Spok Mobile message

Dr. Mack is unavailable to respond, so Spok escalates the alert automatically to Dr. Rogers after 10 minutes

Dr. Rogers begins treatment plan for Terri

LIS updates EMR

ACK via Spok

LIS

EMR

Critical Lab Result
Tue Oct 7, 2019 2:55 PM
Pathologist: Dr. John Orno
Institution: Community Hospital
Department: Lab
Critical Findings
Patient Name: Jonet, Terri
Patient ID: 323456
Test: Electrolyte Panel
Findings:
1. Potassium 3.1 mEq/L
2. Verified by repeat analysis
Many hospitals consider the contact centre to be at the heart of their communications effort, and skipping a beat is not an option. Many hospitals therefore operate their own contact centre at great cost to the organisation. Some trusts have considered consolidating call answering among several facilities to reduce costs – an idea that becomes a reality with the right technology in place.

Spok has worked with major international healthcare organisations to consolidate and streamline their call handling, combining multiple contact centres into one, while significantly reducing costs to the organisation. These consolidation efforts have also included implementation of a work-from-home model for agents, with additional cost savings seen through a reduced need for valuable space within the hospital facility to house the call centre agents.

OPERATOR CONSOLE

Provide operators with the information needed to process calls using their computers, with just a few keystrokes. Operators can quickly and accurately perform directory searches and emergency calls, as well as send messages and pages by individuals, groups, and roles.

- Simplify the call-taking process to handle higher call volumes with fewer resources
- Reduce costs by centralising call centre operations
- Simplify the consult process to connect patients with the doctors they need to see
- Improve productivity and accuracy through provision of standardised procedures with a full audit trail of reporting

NORTH BRISTOL NHS TRUST

Boosting productivity with contact centre technology.
Read How.

“We choose Spok’s operator console because of its robust functionality and the flexibility it gives us to build upon in the future.”

Rhian Bidlake-Corser
IT Project Manager
North Bristol NHS Trust

BEFORE:
Paper-Based Chaos

AFTER:
Efficiency & Consistency
WEB-BASED DIRECTORY
Make employee contact information more accessible and enable staff to send messages quickly right from the directory. Authenticated users can log on anywhere, anytime to perform a variety of key updates to contact information and on-call schedules, search the directory, and send important messages.

- Reduce reliance on the operator group with self-service options
- Eliminate the need for costly printed directories that become outdated quickly
- Enable password-protected staff access to updated contact information

SPEECH RECOGNITION
Enable your organisation to process routine phone requests including transfers, directory assistance, messaging, and paging—without live operators and with more ease-of-use than touchtone menus.

- Manage greater call volumes while improving productivity and professionalism
- Enable callers to automate the paging and messaging function
- Alleviate operator workloads, allowing time for more in-depth caller inquiries
- Keep calls connecting properly with a tuning system that tracks alternate pronunciations and incorporates new names and other changes with ease

CONTACT CENTRE RECORDING AND QUALITY MANAGEMENT
Record, monitor, and score your operators’ conversations to improve call handling and overall customer service for patients, visitors, doctors, and other callers.

- Improve operator call handling by identifying training needs
- Enhance call quality and professionalism
- Provide an audit trail of calls to retrace conversations if organisational disputes arise

WEB-BASED ON-CALL SCHEDULING
Keep personnel, calendars, and on-call scheduling information updated—even with thousands of staff—using a secure web portal to maintain and allow password-protected access to the latest on-call schedules.

- Protect patients by sending messages quickly to the right on-call person directly from the schedule
- Keep personnel and scheduling information current and accurate, protecting personal time for off-duty staff
- Move ownership of on-call schedules from operators to individual departments

COST SAVINGS WITH TECHNOLOGY

- Consolidate contact centres, while implementing a remote agent model for some
- Reduce internal "dial 0" calls and lessen staffing needs by implementing self-service speech recognition and web messaging technologies
- Introduce a revenue-generating doctors’ answering service with your contact centre agents

“Having the same information shared among the web directory, on-call scheduling, and operator console solutions has been seamless. It has made the operators’ jobs easier, and communications are more efficient.”

Mac Stanford
Biomedical/Communication Services
North Mississippi Medical Center
ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), is proud to be the global leader in critical communications for healthcare, government, public safety, and other industries. We deliver smart, reliable solutions to help protect the health, well-being, and safety of people around the globe. Our customers send over 100 million messages each month through their Spok® solutions, and they rely on Spok for workflow improvement, secure texting, paging services, contact centre optimisation, and public safety response. When communications matter, Spok delivers.