SPŌK® + MEDITECH®:
IMPROVING CARE DELIVERY WITH AN ENTERPRISE HEALTHCARE COMMUNICATION PLATFORM

Electronic health record (EHR) systems have been tremendous investments for hospitals and health systems—some of the biggest MEDITECH implementations cost millions of dollars.[1] EHRs have changed the way care is delivered and have been proven to have a positive effect on patient safety.[2] They're good at generating, storing, and recalling data, and supporting many clinical workflows. However, EHRs are not ideal for real-time care coordination or sharing actionable information in time-sensitive situations.

EHRs simply weren't designed to facilitate ongoing care team communications. Fortunately, this is where the Spok® enterprise healthcare communications platform excels. By complementing MEDITECH with Spok Care Connect®, you can solve key communication challenges—speeding response, connecting caregivers, and improving patient care.

Spok Care Connect includes the full enterprise directory, including clinical and nonclinical care team members to encompass those who access the EHR and those who do not. It also encompasses up-to-date role assignments and on-call schedules, escalations to speed response, support for a variety of mobile devices, as well as individual provider preferences and full audit trails for traceability. All of this vital information is key to driving clinical workflows, yet it can't be found within the EHR. Let's take a look at the value of a complementary communications platform in action.

KEY BENEFITS OF MEDITECH + SPOK

- Enhance real-time physician-nurse communication and care coordination with secure two-way messaging
- Speed response to critical changes in the patient's condition
- Improve flow in the ED by delivering important results to the ED physician as soon as the information is available
- Close the loop for critical test results by writing back to the EHR the exact date and time that the ordering physician viewed a critical result
- Add clinical context to notifications to drive informed clinical decision-making about patient care events
- Improve and speed the discharge process by immediately notifying the nurse and support staff when a discharge order is placed

HOW IT HAPPENS

Spok integrates with MEDITECH using HL7, SMTP, and custom Spok APIs

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CHALLENGE: Communication breakdown and time delays for critical test results can negatively affect patient safety.
SOLUTION: Spok Care Connect hardwires the process to save valuable time while improving patient outcomes.

Patient has a CT scan, which is sent to the radiologist for review.

Radiologist reads the scan and notices acute cerebral bleeding.

Radiologist uses Spok Care Connect to send a critical message to the ordering physician, Dr. Rice, on her smartphone. The message is escalated to an on-call provider if Dr. Rice does not quickly acknowledge the message.

Dr. Rice is able to tap the message to view the image on her mobile PACS viewer, and is able to treat the patient quickly and effectively. An audit trail of the notification process is sent to the EHR.
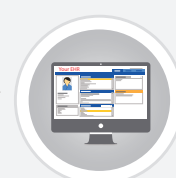
KEY ELEMENTS OF AN ENTERPRISE HEALTHCARE COMMUNICATIONS PLATFORM

- Enterprise Directory
- Role assignments and on-call schedules
- Escalations

- Support for diverse device mix and device preferences
- Security and HIPAA compliance
- Traceability

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[1] https://ehrintelligence.com/news/the-10-biggest-meditech-implementations-in-the-nation
[2] http://www.healthcareitnews.com/blog/attributing-impact-ehr-patient-safety

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CHALLENGE: A discharge order is entered in the EHR, but then requires manual, independent communication by caregivers and other staff members to complete the discharge process.

SOLUTION: Spok Care Connect helps streamline communications around discharge by promptly notifying appropriate personnel to facilitate handoffs and begin required tasks through connectivity with the EHR. Automating the tasks that need to be done at discharge can improve patient flow, resulting in better care, and improved patient and family experience.

Dr. Colletti enters discharge order in MEDITECH.	Spok notifies the care team to start the discharge process.	When patient is ready to leave, Spok automatically notifies transport services and housekeeping on their mobile devices that the patient is ready to depart and the room can be prepared for the next patient.	Bed is available for next patient.

CHALLENGE: Communication between referring and consulting physicians can be fraught with breakdowns and delays, like phone tag, lack of message acknowledgement, and no audit trail showing the collaboration in MEDITECH.
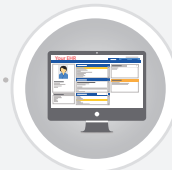
SOLUTION: With Spok Care Connect, care teams can improve these interactions by streamlining the workflow it takes for two colleagues to connect and log their interaction in MEDITECH.

Dr. Patel orders a consult with his colleague Dr. Ramirez in MEDITECH.	Dr. Ramirez receives the consult request with patient context on her preferred device, her smartphone.	Acknowledgement of the consult request and an audit trail are sent to MEDITECH.	Dr. Patel and Dr. Ramirez collaborate securely on patient care.

When you need to get information to the right person or role quickly, you need an enterprise healthcare communications platform to complement your EHR. A fully integrated platform that extends your investment in MEDITECH helps improve workflows across the organization, enable smarter collaboration among clinicians, speed response, and support patient safety and a positive patient experience.

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