spōk

Capturing the ROI of clinical communication

See the ROI our customers achieve

There's no doubt that a communication platform is a major investment. Any smart healthcare leader will want to know: What's the return on investment (ROI) for my hospital, our staff, and most importantly, our patients? Take a look at some of our customers' most significant improvements and the business value they've gained.

Improve patient safety

Increase in employee engagement

41%

University of Utah Health tackled high turnover and dispatch errors by maximizing their Spok console technology. They enhanced the console's functionality by expanding emergency and specialty answering services, improving help desk capabilities, streamlining call flows, and creating more efficient processes. These improvements led to remarkable results: employee engagement increased from 31% to 74%, turnover dropped from 47% to 20%, and the call abandonment rate decreased to 2.7%.

Cut in Code STEMI activation time

1.5 minutes

Franciscan Health Michigan City uses Spok® e.Notify to activate code alerts. Everyone in the emergency department—from the charge nurse to the unit clerk, can activate code STEMIs, speeding the process. As soon as two cath lab staff members have responded, the page stops. Automating the process frees up time for the unit clerk in the emergency department to ensure the other steps in the process go smoothly, such as getting the patient to the cath lab. Before Spok, it took Franciscan Health Michigan City about three and a half minutes to activate code STEMIs and reach all necessary staff members. With Spok, it now takes less than two minutes.

Increase patient satisfaction

Decrease in formal complaints about delayed response to call light

Presbyterian Healthcare Services found that their Rauland-Borg® nurse call system was underutilized; it needed additional functionality in order to provide clinicians with a more efficient means of communication. The missing piece was Spok clinical alerting, which integrates with the nurse call system to send patient calls to the nursing team. When the solution was integrated with their existing system, it opened up a number of options for increased efficiency and allowed them to decrease formal complaints about delayed response to a call light by 85%.

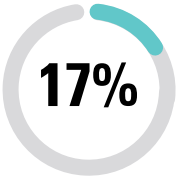
Call abandonment rate of less than 3%

St. Dominic Hospital uses Spok Care Connect® as the hub for all organizational contact information. Operators have everything they need right in front of them on their screens. They can make and transfer calls and activate emergency alerts with a simple click. The team can answer a greater number of calls and route callers to the appropriate place much faster than with the old system, effectively reducing their call abandonment rate to less than 3%.

Converted 1,400 daily hallway conversations to automated alerts

UPMC Pinnacle wanted to change their bed management processes to help improve the patient experience. Using Spok clinical alerting, hospital staff receive messages from ventilators and the bed management system on their mobile device. In the past, staff used phones to communicate. Now, when a message is sent, there's not the noise of someone talking on the phone and walking down the hall. It's an efficient method that is a gentler, quieter way to manage patient care. Sending messages to staff using Spok clinical alerting has allowed UPMC Pinnacle to create a more restful environment by converting an average of 1,400 hallway conversations per day to automated alerts.

Enhance call center performance



Reduction in operator call volume

A longtime Spok customer for paging and contact center solutions, TidalHealth Peninsula Regional achieved notable results by expanding its use of Spok Care Connect. By leveraging the platform enterprise wide, they've realized marked improvements in patient care throughout the organization. For instance, using automated greetings, patients and their families can now get the information they need without being connected to an operator, allowing operators to focus on other responsibilities. This has resulted in a 17% reduction in operator call volume.

Decrease in average call-handling time

Using Spok Care Connect, VCU Health is able to provide a much better patient experience by decreasing call handling times and streamlining scheduling and clinical communication. This academic health system has been collaborating with Spok since 1997, implementing a number of innovative solutions designed to improve care coordination and staff efficiency. The busy contact center annually fields more than 2 million calls and 5.7 million messages. The Spok console and on-call scheduling solutions have achieved notable results over the years; operator workload dramatically reduced when 48% of paging traffic moved to the web and the average call handling time decreased by 15%.

Reduction in time to train new switchboard staff

Vail Health selected Spok Care Connect because it didn't require them to support multiple platforms. Expanding use of this platform through its departments and its contact center yielded encouraging results. The contact center has improved the accuracy of switchboard staff to an astounding 99% (up from 97%) and slashed the time to train new staff by 70% (from two weeks to three days).

Improve staff productivity

Corrected or reformatted records

over
33k

Medical Center Health System (MCHS), the sole full-service hospital in Odessa, Texas, partnered with Spok to address data integrity challenges in their Spok Care Connect database. The Data Integrity Service project dramatically improved their communication workflows by correcting over 33,000 records, removing 9% of outdated entries, and properly formatting 48% of phone numbers. By cleaning and standardizing their data, MCHS achieved more efficient clinical communications, reduced administrative burden, and positioned themselves for improved patient care coordination.

Reduction in time spent updating department on-call schedules

67%

UnityPoint Health - Meriter needed a centralized web-based directory so individual departments could access and view the same information as the operators. With this functionality in place, the hospital has been able to transfer on-call schedule management from the operators to individual departments. Now, on-call schedules can be updated more efficiently, and changes appear in the centralized system immediately. This has reduced the time spent updating department on-call schedules by 67%.

22 minutes saved when executing emergency notifications to 20,000+ employees

22
minutes

Yale New Haven Health implemented Spok emergency notifications to allow the call center team to send critical information quickly and reliably on any type of communication device. Operators had been issuing notifications to small groups, such as cath labs and stroke activations. They expanded use of emergency notifications to large, dynamic groups. In a test, the organization issued an emergency notification to all 20,000+ employees. The message reached everyone within eight minutes. Compared to previous notifications, that saved Yale New Haven Health 22 minutes.

For more Spok-related ROI stories visit spok.com/ROI

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