

# 5 Differences

you should know when selecting  
**new communication technology** for your hospital

## Point Solutions

## Platform

VS.

### 1. What is the difference?

Addresses and responds to one specific need, often functioning in isolation and only solving a small piece of a very complex puzzle.

A complete end-to-end solution with seamless interoperability, which provides the situational awareness required to be fully real-time and patient-centric.

### 2. What are the benefits?

- ✓ Provides a department or team with a single solution that meets their needs
- ✓ Offers a quick fix to address one problem that needs to be solved
- ✓ Less expensive option than an integrated solution in the short term

- ✓ Supports a universal approach toward end users (i.e. provides tools for all members of the health system)
- ✓ Reduces the number of software solutions IT manages
- ✓ Allows for diverse device mix
- ✓ Single source of truth for contact details, schedules, and status availability
- ✓ Can help reduce the risk of clinician fatigue and burnout
- ✓ Leverages full potential of your EHR
- ✓ Accelerates workflows with interoperability
- ✓ Provides situational awareness and generates context-sensitive information

### 3. What does it look like in action?

- Uses technology from several vendors
- Not ideal for sharing actionable information in time-sensitive scenarios

- Pulls the right information at the right time
- Adds context
- Delivers to the right user(s) in the right format to act on it in near real-time

### 4. Does it include context?

Single data point, no context

Real-time Clinical Context

### 5. What are the outcomes?

Inefficient phone trees (up to 30 or more people)

Manual phone tree

Manual paging

Over communicate to ensure proper response

Unconfirmed responses

Average time  
**129 minutes**

**Code STEMI\***  
Patient presents to ED with a heart attack

Average time  
**68 minutes**

**Ready to learn more?**  
See the real ROI of a communication platform.



#### The Challenge

Many staff members from several departments need to be notified during code STEMI for heart attacks.

In the past, emergency department unit clerks paged each department individually.

#### The Solution

Automated the code alerting process, allowing the unit clerk to ensure the other steps in the process go smoothly, such as getting the patient to the CATH lab.

#### The Results

- Cut code initiation time in half
- Improved response times
- Improved communication processes

**Franciscan Health Michigan City**

**1.5 minute** cut in Code STEMI activation time

[Read the case study >>](#)

**Taking the platform approach** fills the gaps within the EHR by connecting care teams and systems to support faster, easier, more actionable care team communications.

\* Workflow depictions are an abstraction of clinical processes that represent the execution of a set of tasks to complete a process. They are used for illustration purpose only and may not reflect your unique hospital workflow process.

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