



Case Study: Hennepin Healthcare

Re-envisioning Secure Healthcare Communications for Minnesota's Largest Trauma Center



Location: Minneapolis, MN

Solution: Telmediq

Integrations: Amion, amtelco, American messaging.

Replacements: PageGate & Red Alert

Hospitals: 8

Facilities: Level I Adult Trauma Center, Level I Pediatric Trauma Center, acute care hospital, primary care clinics.

Licensed Beds: 1,662

When Pagers Become More than Just a Communication Issue

PROBLEM

When you're the largest level 1 adult and pediatric trauma center in Minnesota, fast, reliable and accurate communications can mean all the difference when a patient is in critical condition.

After more than a decade of using pagers to communicate between care teams at its main 472-bed hospital and 50+ primary care clinics, Hennepin Healthcare's CTO Matt Werder came to realize how pagers were adversely affecting patient discharge times by creating communication gaps and increasing administrative activities for clinicians.



Telmediq allow us to implement a secure end-to-end communication system beyond just a secure HIPAA compliant texting app. It helped us evaluate our communications not just from a physician end-user perspective, but holistically and across the continuum of care."

Matthew Werder
CTO
Hennepin Healthcare

THE ADVERSE EFFECT OF PAGERS AT HENNEPIN HEALTHCARE



NURSE-TO-PHYSICIAN COMMUNICATION

Dropped calls, unreturned messages and the inability to quickly find and contact the right physician provider were taking its toll on the organization's clinicians and their ability to coordinate care expediently.



ADMINISTRATION AND VISIBILITY

With pagers the demands on a clinician's time for tracking messages, updating communications data to an EMR, and returning phone calls were consuming more than 40-50% of a nurse's time per 12-hr shift.



CONTINUITY IN COMMUNICATION

Messages on pagers did little in providing context during patient handoffs. The inability to provide in-depth and real-time updates on a patient status from one physician to another meant breakdowns in communication.



HIPAA COMPLIANCE AND SECURITY

Pagers by nature are insecure. With no encryption or other security measures messages containing PHI were easily at risk for breach. Furthermore, messages sent to pagers were difficult or impossible to track and audit.



Transitioning 500 Users off Pagers

Why a Secure Texting App Is Not Enough

Hennepin Healthcare’s first implementation of a secure HIPAA compliant text messaging solution, while providing convenience, real-time messaging, and many other features, had a low adoption rate amongst its 500 member care staff. The organization found that users were reluctant to move off of their pagers because of the clinical workflows that they had developed around them.

From a communications technology standpoint, they wanted their secure messaging solution to integrate with their on-call scheduling solution, EMR system, and existing pager network, as well as the flexibility to customize the app to their needs—such as messages types for critical labs values—all of which was not readily feasible with their existing solution.

SOLUTION

Dedicated Pager on Mobile

Hennepin County’s physicians can keep their pager numbers and a dedicated message inbox on their mobile phones.

Automatic Routing and Workflow

Messages are sent to individual users and groups automatically based on on-call schedules and type of message.

VoIP and Seamless Callback

Built-in VoIP allows users to call back with one tap from a mobile while keeping their phone numbers private.

Integrations and Customizations

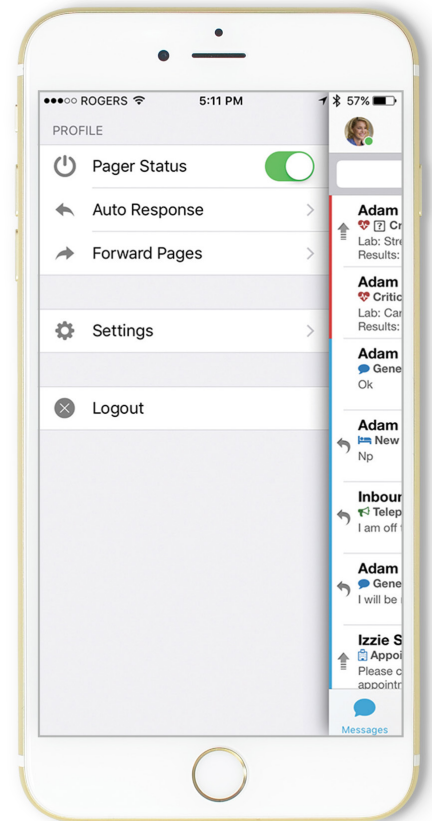
Integrations with Amion, Epic and Hennepin’s Active Directory ensure communication data interoperability.

Legacy Pager Networks

Telmediq’s seamless integration with existing pager networks means physicians can keep pagers as needed.

Intelligent Real-time Messaging

Routing and escalation rules allow rapid mobilization of specific care teams during trauma events while minimizing overhead.





About Telmediq

The No. 1 KLAS-rated vendor for secure communication platforms, Telmediq streamlines clinical communication and workflow so health systems can improve patient safety, throughput and satisfaction. The Telmediq healthcare communications hub pulls together disparate hospital systems—EMR, lab, nurse call, clinical alarms, call centers and call schedules—into one powerful and integrated platform for HIPAA-compliant communication and care coordination. To learn more about the unique and recurring use cases of Telmediq in acute and ambulatory settings, download our [use cases](#).

