2017 Predictions for Healthcare Communications

Ben Moore, CEO, Telmediq

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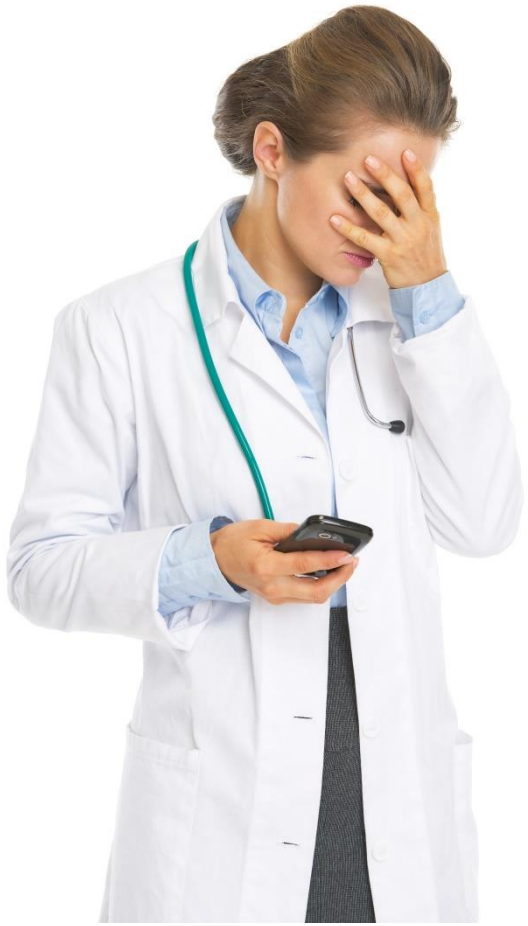
Cost of Communication Breakdowns



$12 B*

80%*

* Ponemon Institute on Impact of of Inefficient communications in Healthcare - 2014

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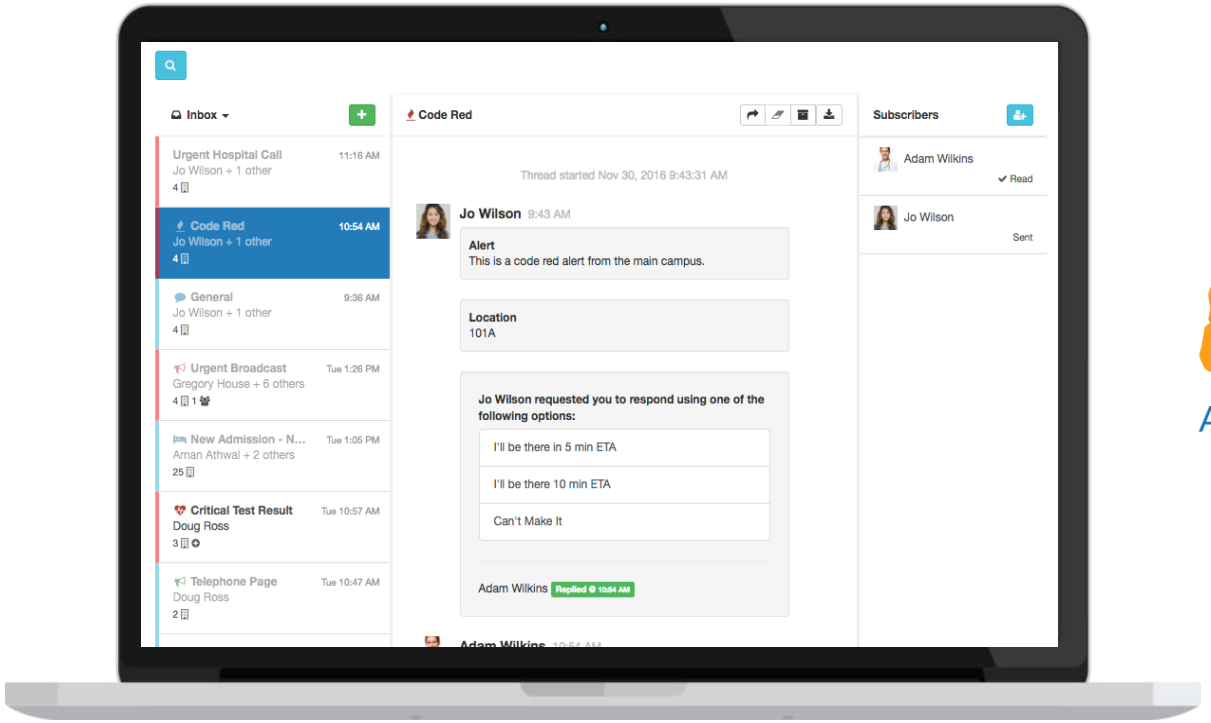
About Telmediq

HIPAA compliant communication solutions that simplify care coordination and improve patient safety



KLAS®
ACCURATE HONEST IMPARTIAL

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Where We Work

200+ healthcare organizations (acute & ambulatory)

The Vancouver Clinic

Gillette Children's Specialty Healthcare

PALMETTO HEALTH

SAMC Southeast Alabama Medical Center

Hennepin County Medical Center

Montrose Memorial Hospital

CGH Medical Center

SOUND Physicians

Baptist Health System
Passionate people. Compassionate care.

GHS Greenville Health System

tenet HEALTH

HONORHEALTH

Banner Health

Capital Region Medical Center
University of Missouri Health Care
Better. Every day.

WESTMED Medical Group

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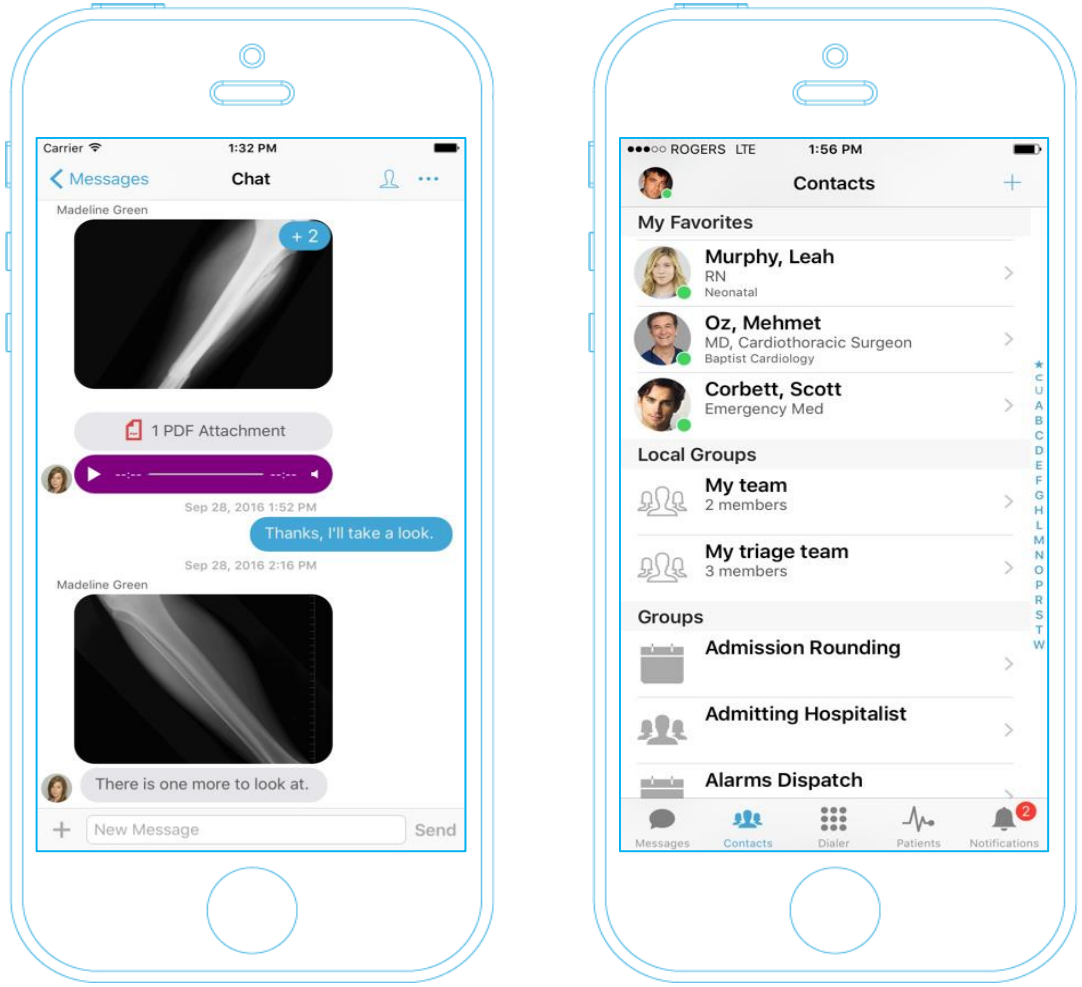
Prediction #1: Increased Smartphone Use

67% of nurses using personal devices*

63% of hospitals will adopt Smartphones*



*Spyglass Consulting Group – "Large Scale Smartphone-based deployments enable hospital-wide communications" – May 2016

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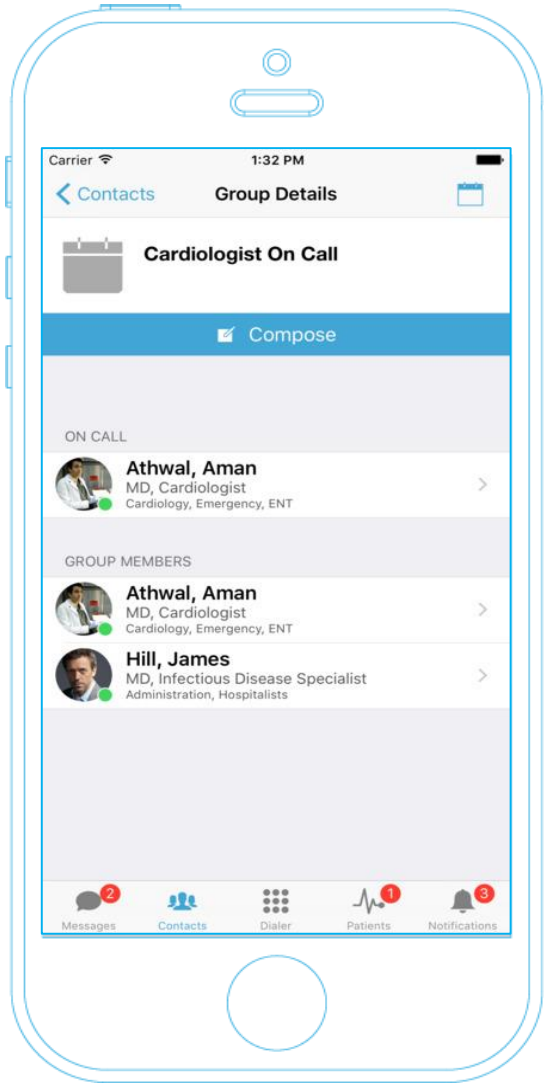
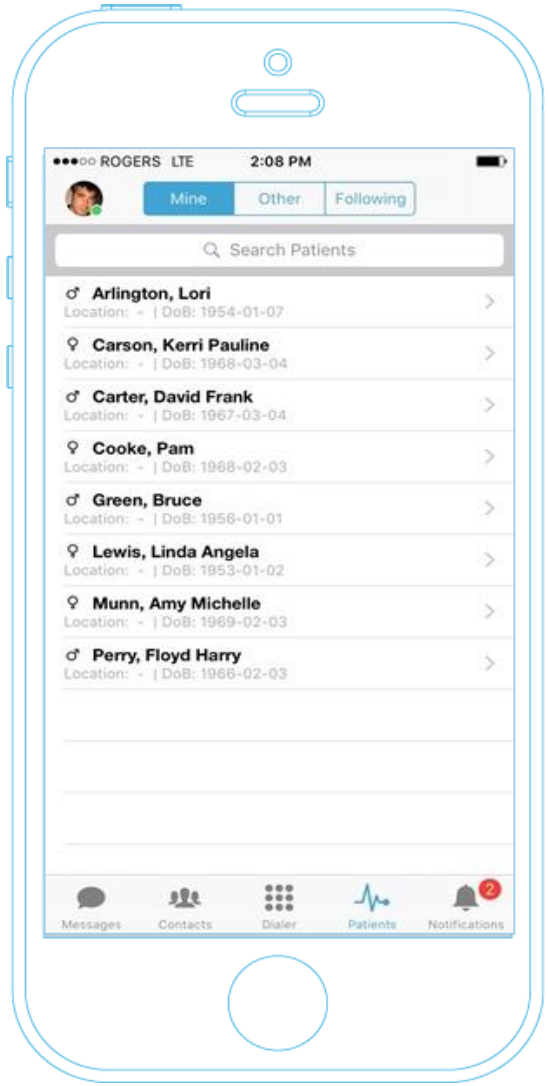
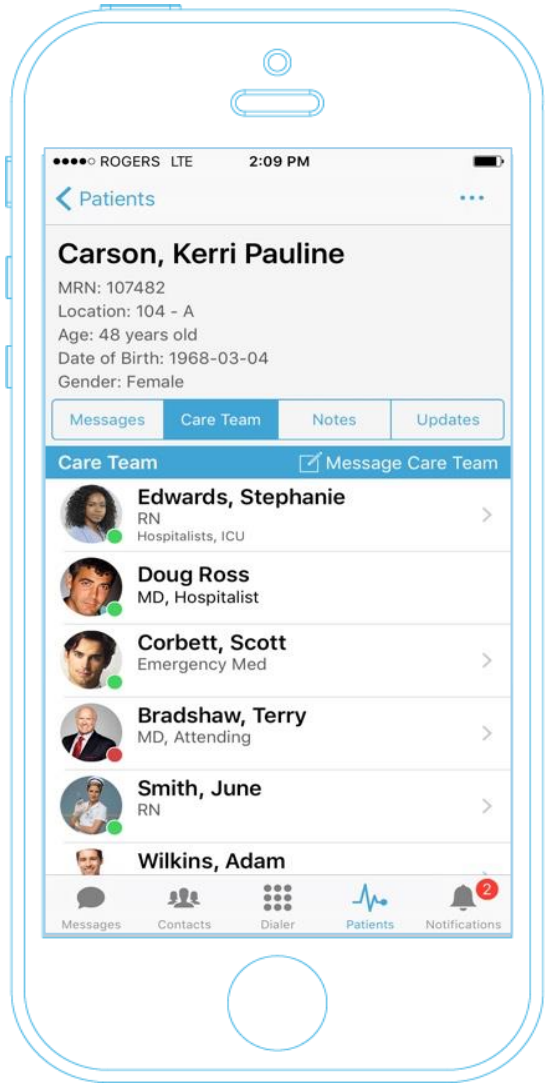
Smartphones Unlock New Workflows







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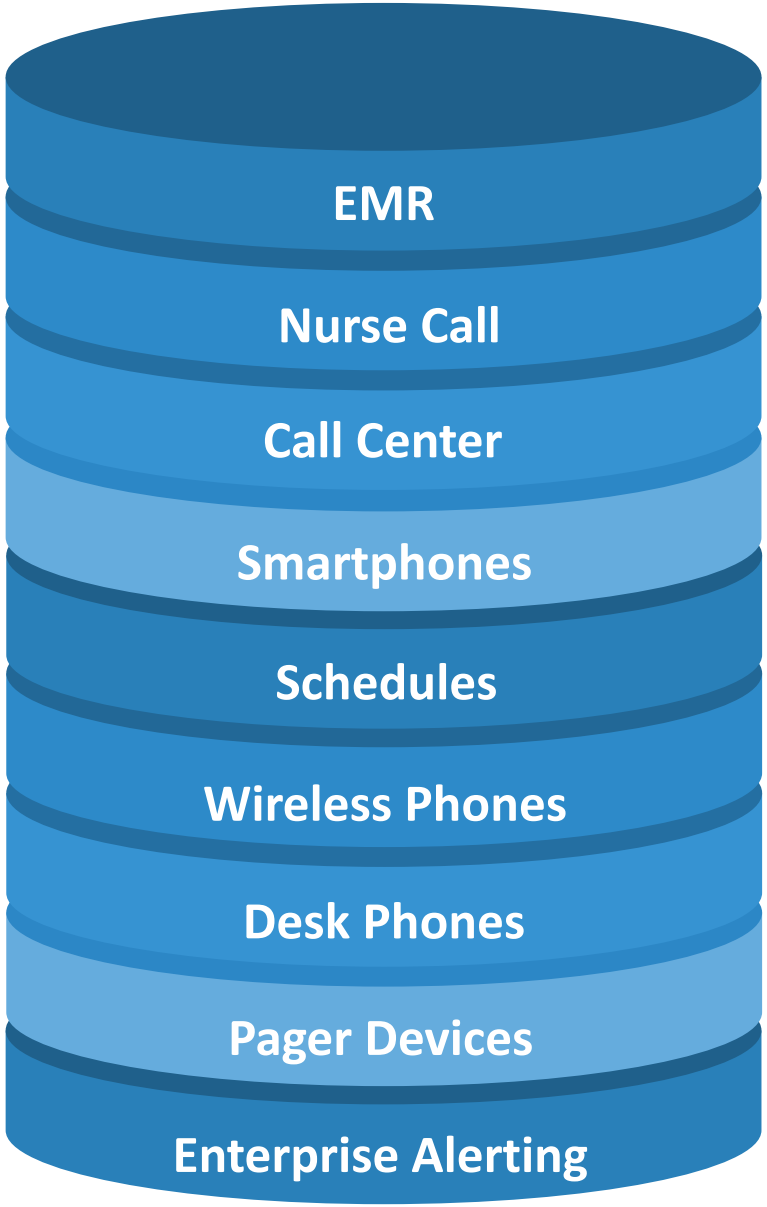
Adoption Blockers & Solutions

- Cost
- Durability
- Patient Perception
- Lack of Integration
- Existing Investments

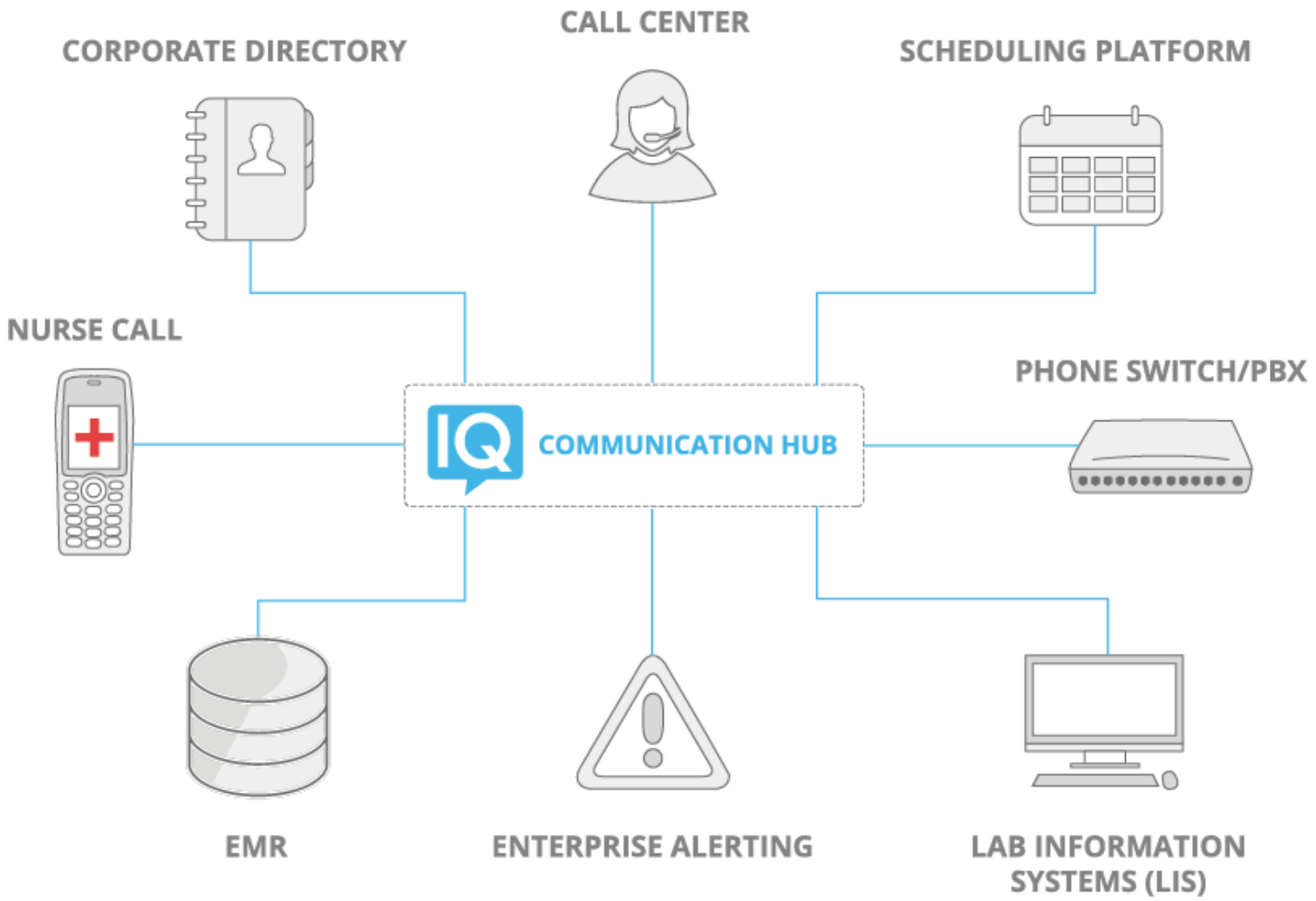
Leveraging Existing Infrastructure

Technology Silos

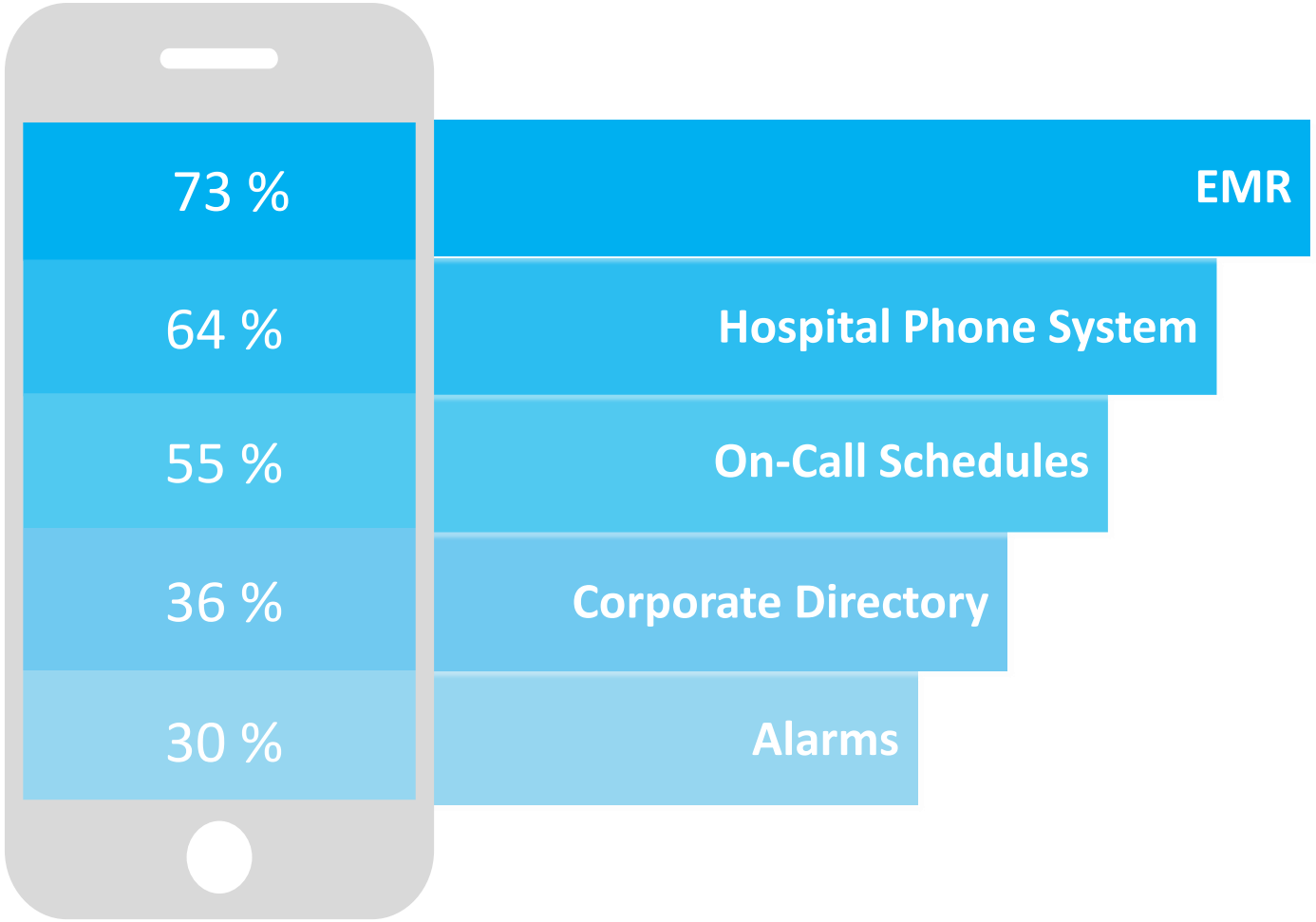
- Disjointed Communications
- Lack of Audit Trails & Reporting
- Increased Support Costs
- Manual Workflows



Prediction # 2: Integration is Prioritized

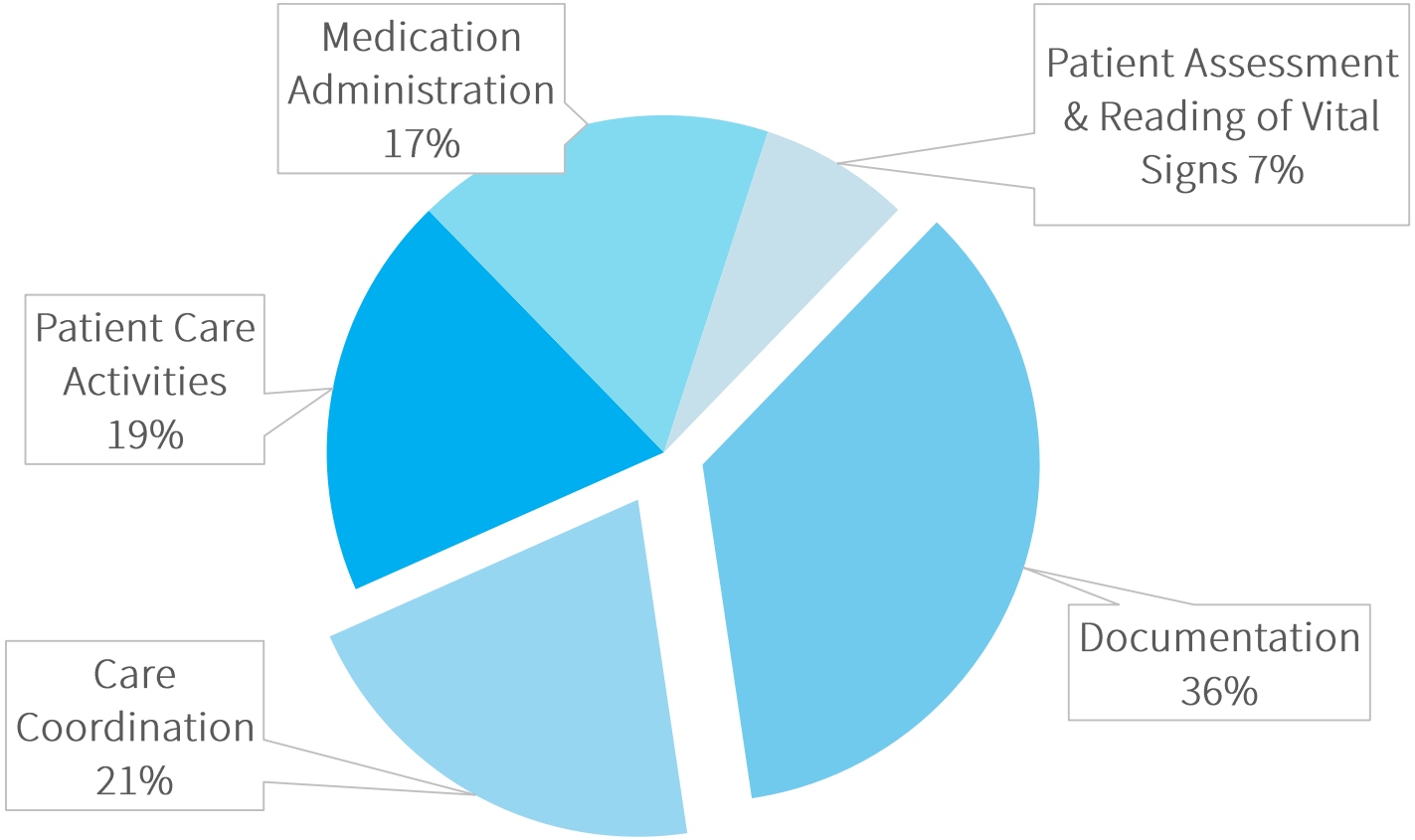


Integration Priorities



*Telmediq– Poll During ‘Best Practices’ webinar, December 2016

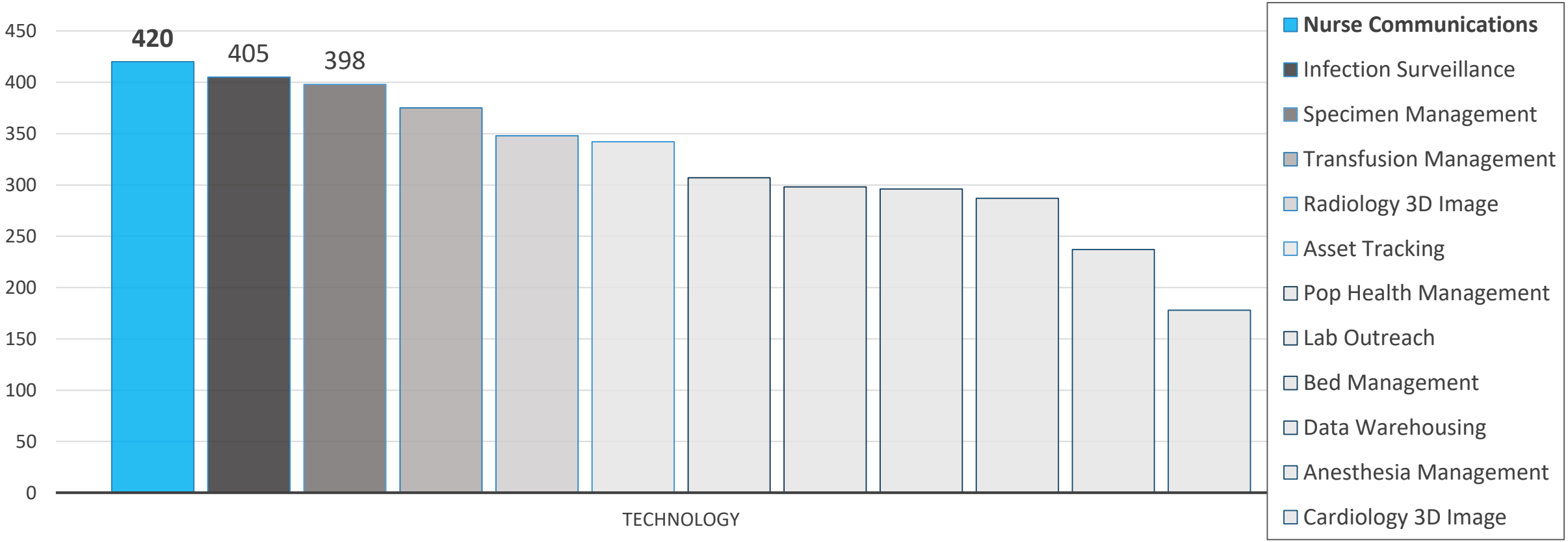
Nurses are the Hub of Patient Care



*Telmediq– Whitepaper ‘Nurse Communcations’ February 2017

Prediction #3: Nurse Mobility Deployments

5,461 Hospitals Surveyed December 2016*



* Survey performed by HiMSS Analytics – Published on HealthcareIT News December 2, 2016

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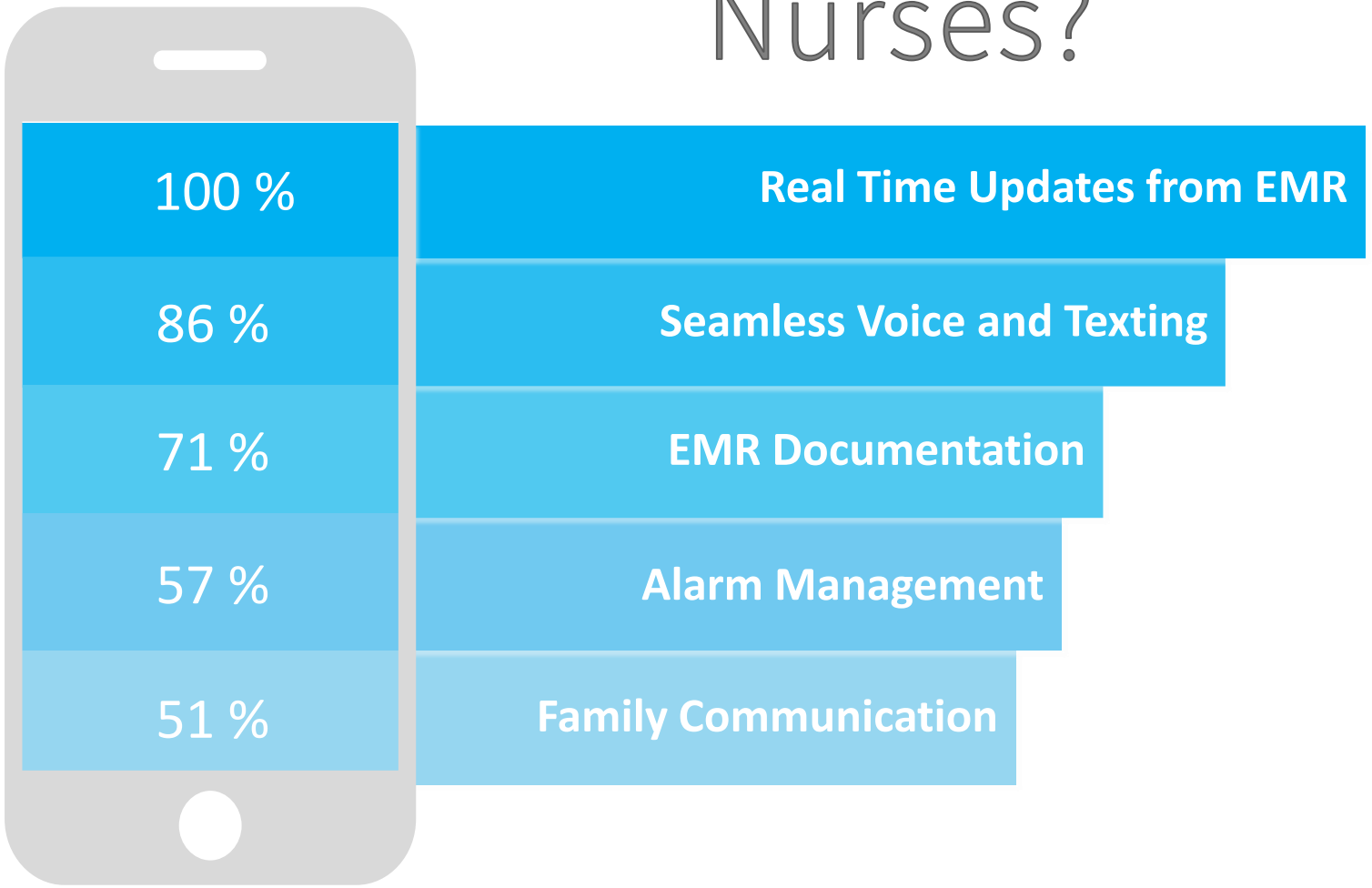
What's Important to Nurses?



* Survey performed by Telmediq during Nurse Communications Webinar – January 2017

Alarm Fatigue Is Increasing

Cardiac Monitor

Infusion Pumps

Vitals Monitor

Ventilator

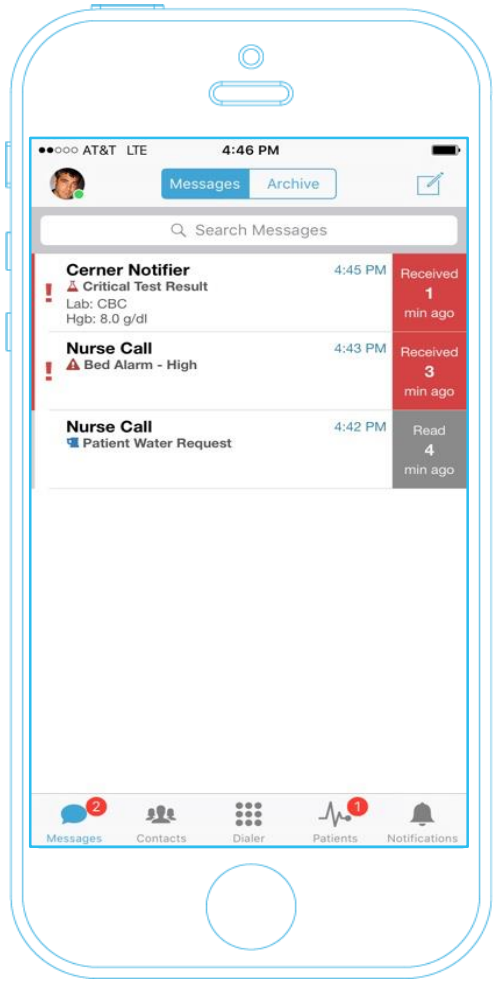
Critical Labs

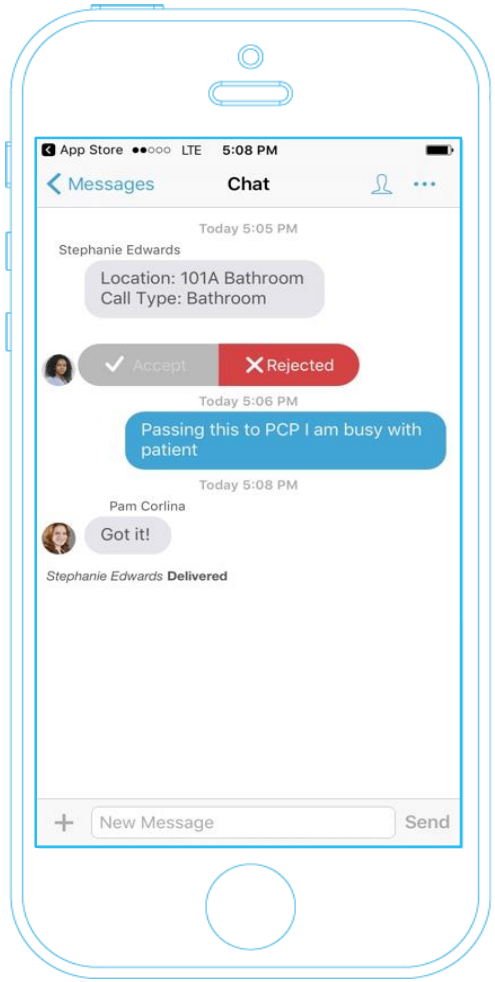
Bed Alarm

- 170 Patient Alarms/Day*
- 85-95% of Alarms are False*
- Too much background noise

* HHS - AHRQ (December 2015)

Prediction #4 : Alarms Unified & Mobilized





- Single Prioritized Inbox
- Differentiated Alerts
- Acknowledgement
- Delegation/ Collaboration
- Automatic Escalation

The Current Solution Divide

Nurse

- Corporate Devices, DECT Phones, Badges

Hospitalist

- Personal Devices, Corporate Devices

PCP

- Personal Devices, Answering Service

Specialist

- Personal Devices, Answering Services

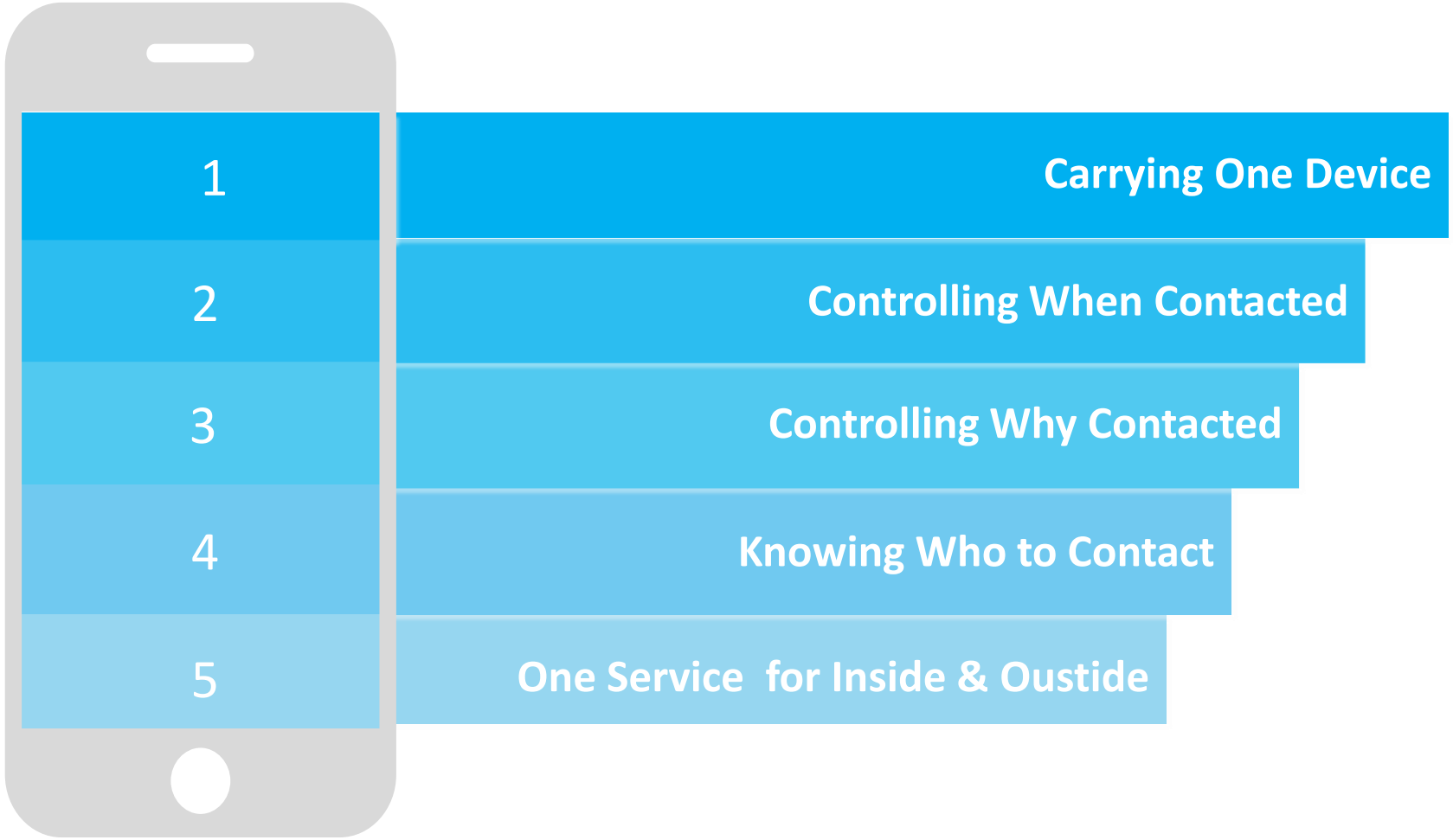
Care Coordinator

- Corporate Devices, DECT Phones, Badges

Patient

- Personal device

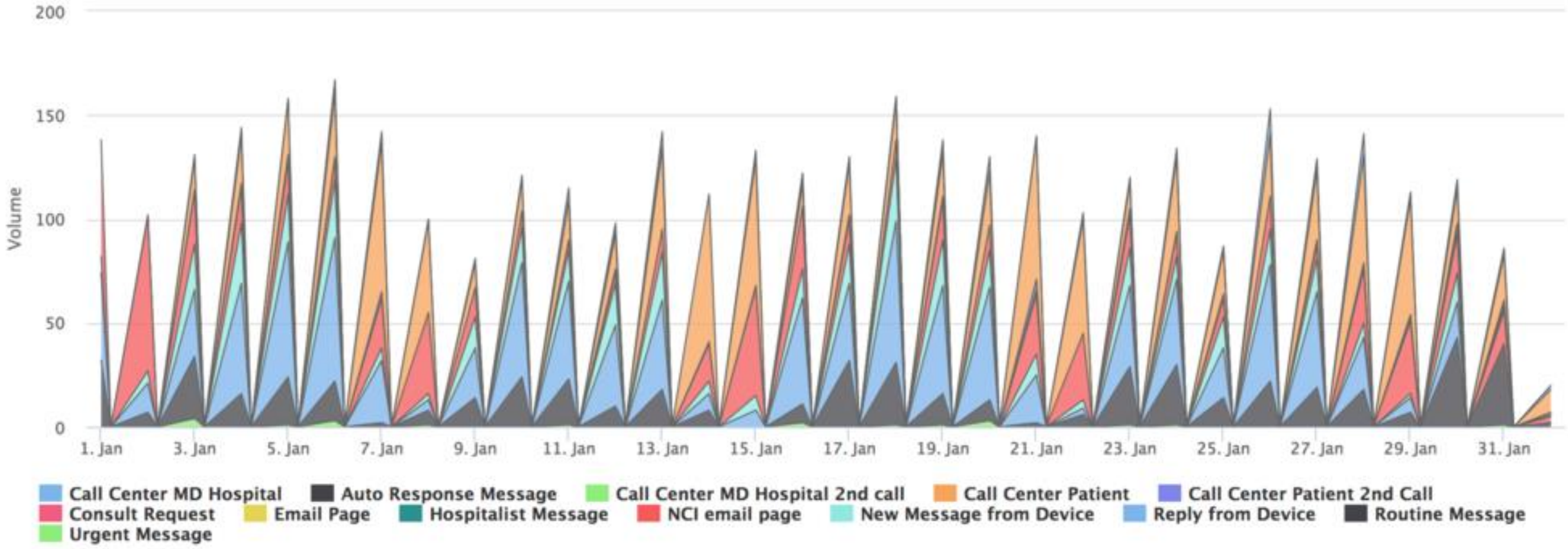
What's Important to Doctors?



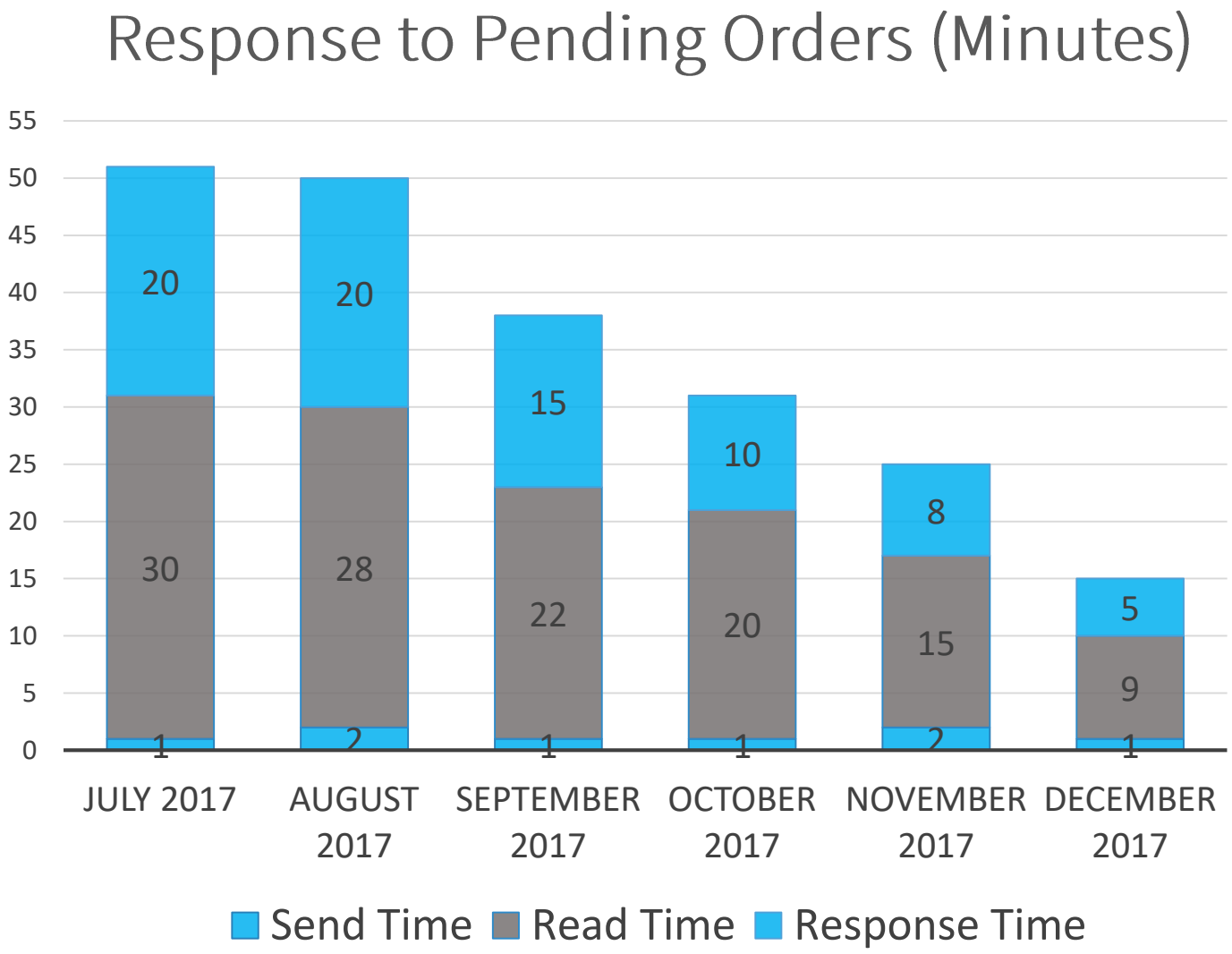
* Survey performed by Telmediq during Best Practices Webinar– December 2016

Prediction # 5: One Platform - All Stakeholders

A New Generation of Analytics



Prediction #6: Using Analytics for Performance



HCAHPS

Length of Stay

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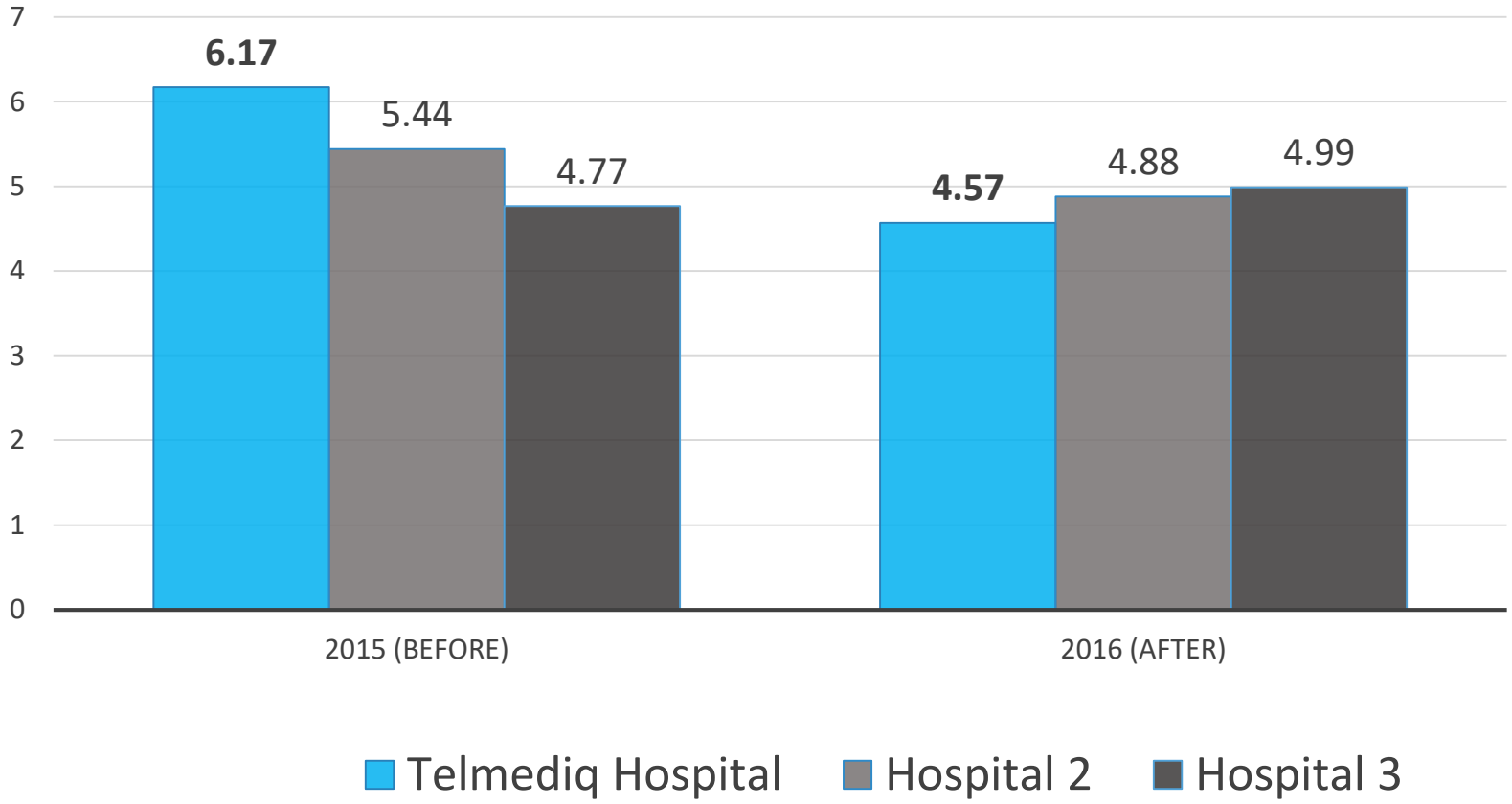
Medicare Length of Stay (Days)

Before and after Telmediq deployment



1.6 Day Improvement in Length of stay for Medicare patients - Study completed in hospital system in Tennessee

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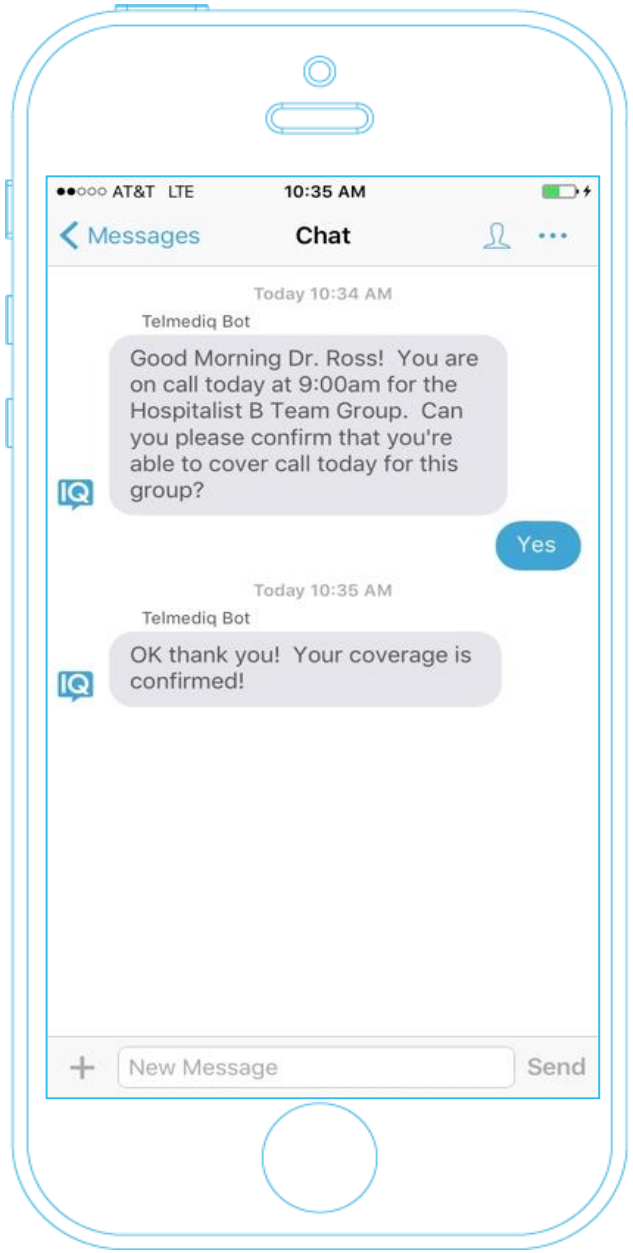
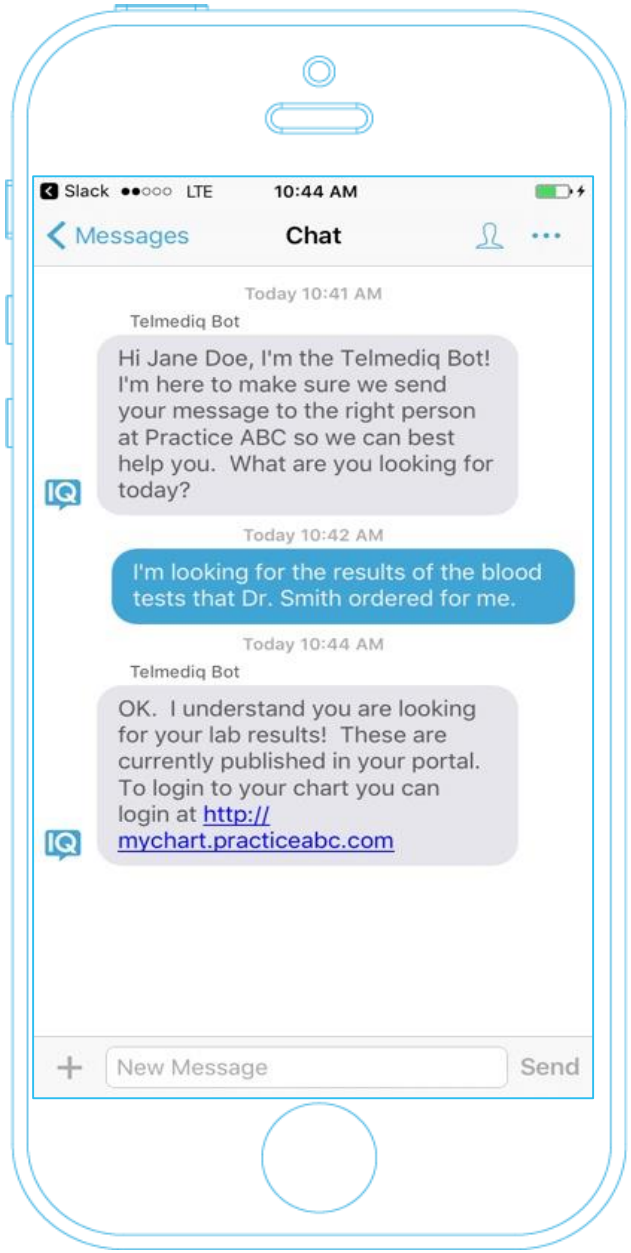
Prediction # 7:
Message Bots

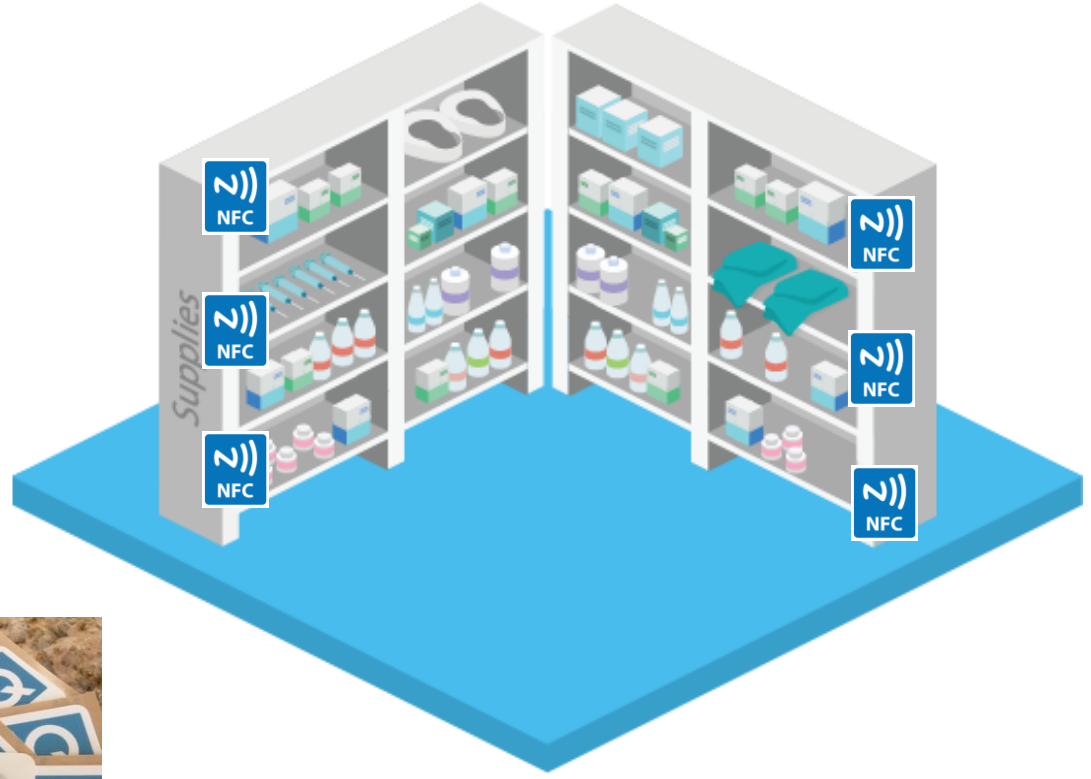




Prediction # 8: Indoor Tracking On Smartphones

Bluetooth®

Prediction # 9: Using NFC on Smartphones



Thank You!

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