## Executive Summary

Carle Foundation Hospital is a 393-bed, awarding winning regional care hospital in Urbana, IL operated by the not-for-profit, Carle Foundation. Among its many awards, Carle has received America's 100 Best Hospitals for Critical Care Award each of the last three years and has been named a "Best Hospital" by U.S. News & World Report.

The need for constant manual updates to keep employee lists current made their existing emergency notification system unworkable for this hospital and its 6,500 staff members. The staff also found the existing system difficult to use and manage.

Aware that Carle Foundation Hospital wanted to upgrade its Emergency Notification System, professional colleagues at the University of Illinois, a long-time Rave customer, recommended Rave Alert to Carle's emergency management team. Following a due diligence evaluation, Carle implemented Rave Alert.

Implementation went smoothly, and today Carle uses Rave Alert for companywide emergency notification and internal communication by 35 departments.

## The Challenge

The 24/7 nature and critical staffing requirements of diverse professional and non-professional employees, poses a challenge to any hospital's day-to-day business operations. Each department needs to manage staffing that encompasses vacations, sick days, and rollover.

The task is made more complex when severe weather or other events affect the area. Hospitals need to remain open and increase staff to meet increased emergency demand for services.

The existing emergency notification system failed to meet these requirements because it was difficult to use, slow and required manual database maintenance. With lives on the line, change was needed.

**Carle**

### THE CHALLENGE
Manual updates to emergency contact lists, difficult management, and complex send process made an upgrade necessary. The lack of a unified internal communication tool increased the urgency.

### THE SOLUTION
Carle implemented Rave Alert from Rave Mobile Safety. In a matter of days, the system was running smoothly. 35 departments now use Rave Alert for internal communication.

### THE RESULTS

**98%**
Message delivery in 60 seconds

**35**
Departments now rely on Rave Alert.

**1/2 hr**
User training

### THE TRUST
*What I like about Rave Alert is how easy it is to use. It only takes three steps to send an alert. We can access it from anywhere by smartphone or computer with no need to be on the hospital network. And it's fast. We send SMS and email and have 98% delivery in under a minute.*

**Anita Guffey**
**Emergency Management Director**
**Carle Foundation Hospital**

## The Solution

The University of Illinois recommended Rave Mobile Safety to Anita Guffey, Emergency Management Director, and Steve Peters, Emergency Manager. Following a product demo and consultation with Carle's IT team, the hospital selected Rave Alert for emergency notifications.

## The Results

"Getting started was straightforward," said Peters. "Rave worked in the background with our IT department and everything went smoothly."

"It was easy to segment by department and job function (doctors, nurses, techs, etc.). And because Rave Alert is so easy to use, a 1/2 hour training session got everyone up to speed."

Now Carle uses Rave Alert for system wide emergency notifications. In addition, 35 departments use Rave Alert for internal communication, consisting primarily of staff openings.

*Healthgrades, a leading e-source for comprehensive information about physicians and hospitals, selected Carle as one of America's 50 Best Hospitals for 2016.*

"We invested in Rave for emergency notification," said Guffey. "We keep alerts for emergencies only-- we don't want to 'cry wolf' and wear people out."

"However, we expanded our idea of emergency notification, because Rave's role based access control makes it easy to departmentalize, so department adminstrators can easily send internal communications."

## About Rave Alert

Rave Alert provides best-in-class, highly available emergency notification systems for enterprises, school districts, and institutions nationwide.



Thousands of organizations rely on Rave Alert as their Emergency Notification System. Its easy to use 3-Click "SnapSend" sends alerts to all channels simultaneously from any computer, smartphone, or tablet.

## About Rave Mobile Safety

Rave Mobile Safety creates innovative data and communication software that public safety agencies trust to help them save lives. Our award-winning portfolio of Rave Panic Button, Rave Alert, Rave Guardian, Rave Eyewitness, and Smart911 enables millions to feel safe, secure, and connected. To learn more contact us today, or visit us on the web at www.ravemobilesafety.com.