

A Mobile Heartbeat Case Study

Henry Mayo Newhall Hospital Using Smartphone Technology to Improve Clinical Team Workflow

Introduction

Henry Mayo is a 238-bed not-for-profit community hospital and trauma center with over 1,700 employees, including over 400 clinicians. Since 2001, its clinical staff had been using mobile phones to communicate with one another, but had not yet moved to smartphones. With smartphones becoming the dominant technology in mobile clinical communications, they wanted to progress with the times and equip their staff with new iPhones and find a solution that would both enhance and secure their communications.

The Challenge

Henry Mayo wanted to use mobile phones to enable urgent communications, especially between physicians and nurses. However, they had found that they needed communications capabilities beyond just phone calls and basic texting, and to make it easier for clinical staff to know who else is on a patient's care team and where they are located at any point in time. Henry Mayo decided to implement the latest smartphone technology and find a clinical communications solution that would broaden their capabilities and simplify the team workflow.

Texting between physicians and nurses was common throughout the facility, however, the hospital had no way of securing those texts, especially if they contained patient information. Protecting patient health information was another critical driver for pursuing innovative technology and seeking a new solution for texting.

The Solution

Henry Mayo's IT team became acquainted with Mobile Heartbeat at MUSE, the annual MEDITECH users' conference. They were impressed with the communications and workflow capabilities of the MH-CURE smartphone application, and they liked the fact that it was already in use at several MEDITECH sites.

"We looked at other leading mobile communications solutions, but they didn't provide everything we wanted in a smartphone application," said Adnan Hamid, director of information services at Henry Mayo Newhall Hospital. "Mobile Heartbeat CURE offers secure texting and an amazingly simple interface. Our selection and implementation team thought it would work the best in our environment."

Henry Mayo conducted a three-month pilot of the Mobile Heartbeat CURE smartphone application in one of its medical-surgical units and is in the process of a rollout to its entire organization that will be completed by the end of 2014. During the pilot, everyone in the unit (80-100 people) was involved.



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ADNAN HAMID, DIRECTOR
OF INFORMATION SERVICES,
HENRY MAYO NEWHALL HOSPITAL

Getting Up-to-Speed With Ease

Adoption of the Mobile Heartbeat CURE smartphone application was very quick as the staff immediately found it to be very intuitive and simple to use. The nurses who were trained on the application in the first two days found it so easy they were able to train other new users. Eight doctors participated in the pilot as well.

“The clinicians love the expanded texting capabilities, the staff assignment and staff directory modules and the numerous other features that make their tasks easier,” said Sareeta Perry, IT project manager at Henry Mayo Newhall Hospital. “They unanimously prefer MH-CURE over the capabilities of their previous mobile device.”

“Having the interface with MEDITECH has also been huge for the clinicians, as it allows them to have patient information and current vitals at their fingertips,” said Hamid. “The staff doesn’t want to go back to the old phones. We could see that even the thought of taking the new phones back would create a revolt.”

Measuring Success: Reducing Nurses Steps and Saving Time

To measure the success of the MH-CURE smartphone application implementation and obtain quantitative results from the pilot, Henry Mayo obtained pedometers to be used by each of the nurses for measuring the footsteps taken on each of the shifts. They wanted to determine the number of footsteps saved with just entering or obtaining information through the phone rather than going to a computer. The nurses used the pedometers for two weeks prior to the pilot, recording the steps they had taken at the end of each shift. They used the pedometers again in the last two weeks of the pilot, as by that point they would have surpassed any learning curve and have their new workflow down.



Henry Mayo found that the nurses had a 38% decrease in steps taken using MH-CURE. Decreasing the number of footsteps taken translated to time savings which the nurses can now use to spend more time with their patients.

Finding the Right Caregiver with Dynamic Role

Henry Mayo tested the new MH-CURE Dynamic Role feature, which allows clinical teams to connect immediately to whomever is assigned to a specific key role each shift without having to know or find out who that person is. With Dynamic Role, the same extension number is used from shift to shift for contacting the charge nurse (or another specific role) on that shift. This allows staff to find the specific caregiver they need quickly, easily and without searching, providing a huge workflow improvement.

Realizing Multiple Benefits

“Mobile Heartbeat’s MH-CURE smartphone app has a positive impact on patient throughput, employee satisfaction and better overall patient care at Henry Mayo Newhall Hospital,” said Cindy Peterson, vice president/CIO at Henry Mayo Newhall Hospital. “We are pleased with the results of our pilot and plan to roll out MH-CURE to the entire hospital.”

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MAYO NEWHALL HOSPITAL

With the MH-CURE Staff Assignment module, the Henry Mayo clinical staff can see which patients they are assigned to each shift. They can also get a quick view of their patient's pertinent information without hunting for it. Immediately after swiping their badge at the start of their shift, nurses know who their patients are and who else from the clinical staff is on each care team.

The Staff Directory module makes it very quick and easy to look up and find anyone in the hospital. It helps staff save significant time spent finding the Physician Directory binder and flipping through it to find a specific physician to call. The Directory is now right on their phones.

"The clinicians really enjoy not having to go through this five-inch thick binder to try to find a physician's phone number," said Perry.

Henry Mayo also likes the broadcast messages because they can utilize broadcasts instead of traditional overhead paging. Doctors can broadcast to the nurses on staff that they are ready to do patient rounds rather than calling each nurse individually — another opportunity for time savings.

"Our staff is really enjoying the MH-CURE application and the opportunities it's opened up to improve patient care," said Perry.

"Implementing the Mobile Heartbeat CURE smartphone application has been a major step forward in fulfilling our goals for innovating our patient care communications," concluded Hamid.

About Mobile Heartbeat

Mobile Heartbeat™ uses secure smartphones to improve clinical workflow and team communications, delivering better patient care at a lower cost. Mobile Heartbeat consolidates clinical communications, including alarms and notifications, pertinent patient information, lab data, texting, voice and photography. Based upon its Clinical Urgent REsponse (CURE) technology, Mobile Heartbeat provides a real-time clinical team directory that efficiently connects all members of a patient's care team inside and outside the hospital as well as across multiple facilities. Eliminating the need for multiple devices, searching for caregivers and hunting for lab data, Mobile Heartbeat provides a highly efficient, patient-specific, clinical team collaboration solution. For more information, visit www.mobileheartbeat.com.

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