

Ascom care coordination solution for acute care

It's all about better outcomes





The Ascom care coordination solution empowers frontline staff. It makes it easy to access and share context-rich clinical data. It lets caregivers request help, including physician input, while on the move. It helps ensure clinicians can always coordinate with colleagues and resources needed for optimum care delivery. The Ascom care coordination solution—it's all about better outcomes.

Key benefits

The ability of the solution to smoothly share alerts and clinical data with colleagues, and to coordinate appropriate responses, offers numerous benefits to patients and clinicians:

- It reduces caregivers' exposure to non-clinically significant alerts, which can help reduce their cognitive burden³
- It can help optimize response times to critical patient events. Caregivers can quickly assess situations, and can summon appropriate support⁴
- Patient information and clinical data are securely delivered to built-for-healthcare handsets. Key staff members are kept in the loop, wherever they are in a facility
- Caregivers can access and upload data to Electronic Health Records (EHRs) while on the move. Workflows are smoother, with less documentation and paper-based administration⁵

Communication and coordination issues cost an average US 500-bed hospital more than USD 4 million each year.¹

Poor handover is associated with multiple potential hazards such as lack of availability of required equipment for patients, information omissions, diagnosis errors, treatment errors, disposition errors and treatment delays.²

- Clinical data goes to caregivers—not vice versa. Staff can access data (in the form of messages, voice, images, videos, waveforms, charts) without walking to nurse stations or stationary displays

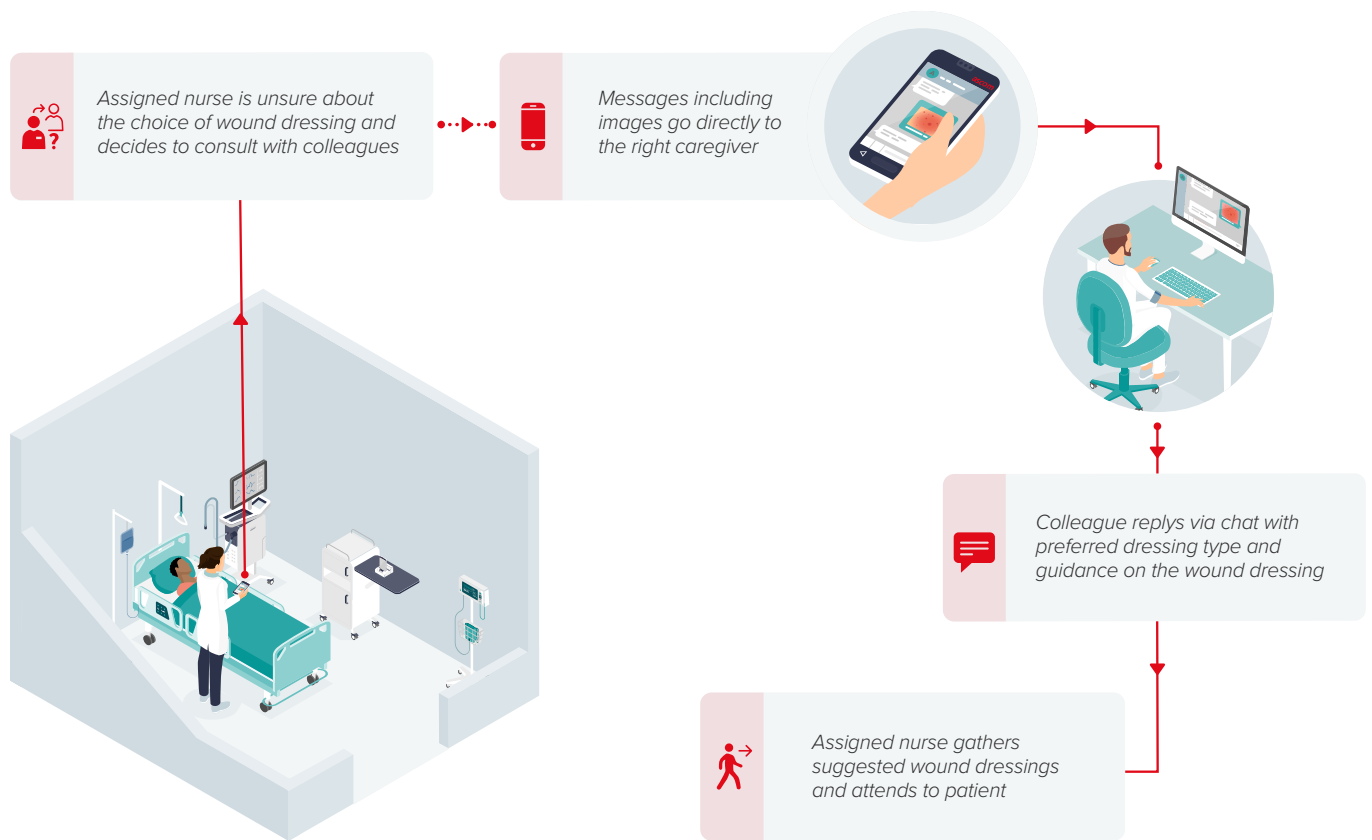
Care coordination on your terms

Each Ascom care coordination solution is unique—tailored to a specific site. But whatever your hospital's needs, we ensure the solution is interoperable with your existing and/or planned communication systems and infrastructure.

Solution components

An Ascom care coordination solution typically includes modules from our software suite, as well as enterprise-grade handsets that include everything from the Android Enterprise Recommended* Myco smartphone to a wide range of DECT and VoWiFi phones and pagers.

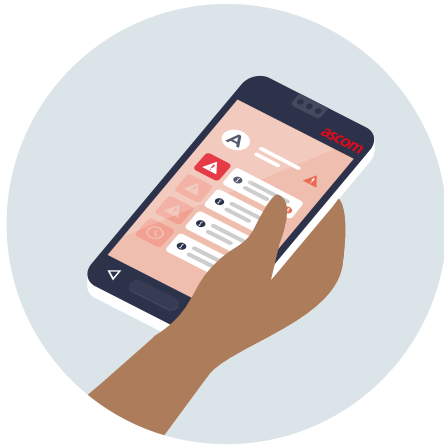
Workflow example



"The principal values for Tyks Lighthouse Hospital include a customer-oriented approach, family-centred care and patient safety. By means of functional planning, we can make sure that the values are not just empty words but they are a concrete part of the daily operations of the hospital, the quality of service and patient experiences."

Annika Lindblom

Hospital Planner at Turku University Hospital



“The Ascom solution has allowed us to make the patients visible to the nurses, no matter where they are in the building.”

Natalie Forrest

Former CEO, Chase Farm Hospital London

Your challenges

All too often, caregivers must physically contact colleagues, and use multiple tools, in order to coordinate care delivery and responses. This can involve calling, paging, passing written messages, walking to nurse stations and so on. It is a fragmented, reactive process that wastes time, and can compromise patient safety.⁶ Common care coordination issues include:

- Double documentation and its associated risks of transcription errors
- Time lost contacting colleagues, often because of fragmented clinical directories
- Staff unnecessarily exposed to disruptive alerts, which can increase the risk of alarm fatigue
- Sub-optimal handover routines that can result in insufficiently briefed staff, diagnosis errors and treatment delays⁷

Features and benefits

- Proven and deployed at thousands of facilities worldwide
- Fully open and interoperable with many medical devices and healthcare communication systems on the market
- A uniquely end-to-end solution. Includes everything from initial assessment with Ascom Clinical Consultants to tailored Solution Lifecycle Plans and worldwide training
- Easily scalable, the solution is equally at home in small specialist clinics or in multi-site healthcare systems

⁶Android is a registered trademark of Google PLC.
Microsoft Windows® is a registered trademark of Microsoft Corporation.

¹Machon, Michelle; Knighten, Mary Lynne; Sohal, Janet. 2020-10-01. Nurse leader. Improving Clinical Communication and Collaboration Through Technology: A Benefits Analysis for Nurse Leaders. Vol.18 (5), p.481

²Desmedt, Melissa; Ulenaers, Dorien; Grosemans, Joep; Hellings, Johan; Bergs, Jochen. 2021-02-20. Clinical handover and handoff in healthcare: a systematic review of systematic reviews. International journal for quality in health care, Vol.33 (1)

³Puolitaival A, Savola M, Tuomainen P, Asseburg C, Lundström T, Soini. Published online ahead of print, 2022 Mar 14]. Advantages in Management and Remote Monitoring of Intravenous Therapy: Exploratory Survey and Economic Evaluation of Gravity-Based Infusions in Finland. Adv Ther. 2022; 1-13. doi:10.1007/s12325-022-02093-6

⁴Van Pul C, V D Mortel HP, V D Bogaart JJ, Mohns T, Andriessen P. Safe patient monitoring is challenging but still feasible in a neonatal intensive care unit with single family rooms. Acta Paediatr. 2015 Jun; 104(6):e247-54. doi: 10.1111/apa.12907. Epub 2015 Mar 11. PMID: 25619759

⁵Pennisi MA, Campioni P, Frassanito L, Maviglia R, Mignani V, Di Nunno S, Costa R. Diagnostico per immagini e cartelle cliniche elettroniche: integrazione di informazioni digitali nell'esperienza di un centro di rianimazione polivalente [Diagnostic imaging and patient database managing systems: The integration of digital information in the experience of an intensive care center]. Radiol Med. 2001 Apr; 101(4):281-6. Italian. PMID: 11398060

⁶Machon, Michelle; Knighten, Mary Lynne; Sohal, Janet. 2020-10-01. Nurse leader. Improving Clinical Communication and Collaboration Through Technology: A Benefits Analysis for Nurse Leaders. Vol.18 (5), p.481

⁷Desmedt, Melissa; Ulenaers, Dorien; Grosemans, Joep; Hellings, Johan; Bergs, Jochen. 2021-02-20. Clinical handover and handoff in healthcare: a systematic review of systematic reviews. International journal for quality in health care, Vol.33 (1)



Ascom Holding AG

Zugerstrasse 32
CH-6340 Baar
Switzerland
info@ascom.com
Phone: + 41 41 544 78 00
ascom.com

About Ascom

Ascom is a global solutions provider focused on healthcare ICT and mobile workflow solutions. The vision of Ascom is to close digital information gaps allowing for the best possible decisions – anytime and anywhere. Ascom's mission is to provide mission-critical, near-real time solutions for highly mobile, ad hoc, and time-sensitive environments. Ascom uses its unique product and solutions portfolio and software architecture capabilities to devise integration and mobilization solutions that provide truly smooth, complete, and efficient workflows for healthcare as well as for industry and retail sectors.

Ascom is headquartered in Baar (Switzerland), has operating businesses in 18 countries and employs around 1,300 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.