



The Future of Integrated Hospital Care

HEALTHCARE 4.0





Our Solution to The Future of Healthcare

The speed of technology is changing everything. Information can be connected and reported in ways that allow for fast and clear decision-making. In critical environments, it is even more important to leverage technology to improve patient care and assist healthcare workers with improved response and communication. Our Integrated Healthcare 4.0 model leverages and connects the industry's best technology solutions to create a best-in-class enterprise solution.

Integrated Healthcare 4.0
by Communication Company

www.communication-co.com



Integrated Healthcare 4.0



- 01** | Workflow Mapping
- 02** | Care Metrics
- 03** | Digital Control Centers
- 04** | Clinical Mobile App
- 05** | Wearable Location System
- 06** | Clinical Training Services
- 07** | IDN Best Practices, Savings
- 08** | ComCare Managed Services

The Future of Integrated Hospital Care

01

Workflow Mapping

Create, support, and optimize standardized workflows and use them consistently across the Enterprise system for smoother, safer, and more efficient operations.



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02

Care Metrics

Drive clinical transformation with integrated data analytics providing real-time views to reduce healthcare costs, evaluate workflows and initiatives, improve quality outcomes, and increase patient and staff satisfaction.



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03

Digital Control Centers

Scalable architecture brings a digital control center into the patient room to manage care and oversee staff and patient activities across the entire floor, facility, or network.



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Clinical Mobile App

The Responder Enterprise Clinical Mobile provides nurse call from the palm of your hand for real-time information, routing, and communication.



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Wearable Location System

Multiple wearable technologies with Bluetooth® wireless technology to record time and identify locations of staff and equipment to provide greater real-time visibility and efficiency.



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Clinical Systems Training

Communication Company's Clinical Application Specialist is an RN who will help your management and staff assess, map, train, and modify systems for successful adoption in a shorter time.



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07

IDN Best Practices, Savings

Rauland Responder® Enterprise is a secure, scalable application that provides multi-facility support, reduces capital and operational expenses, saves time for nurses, and supports the creation and optimization of standardized clinical workflows.

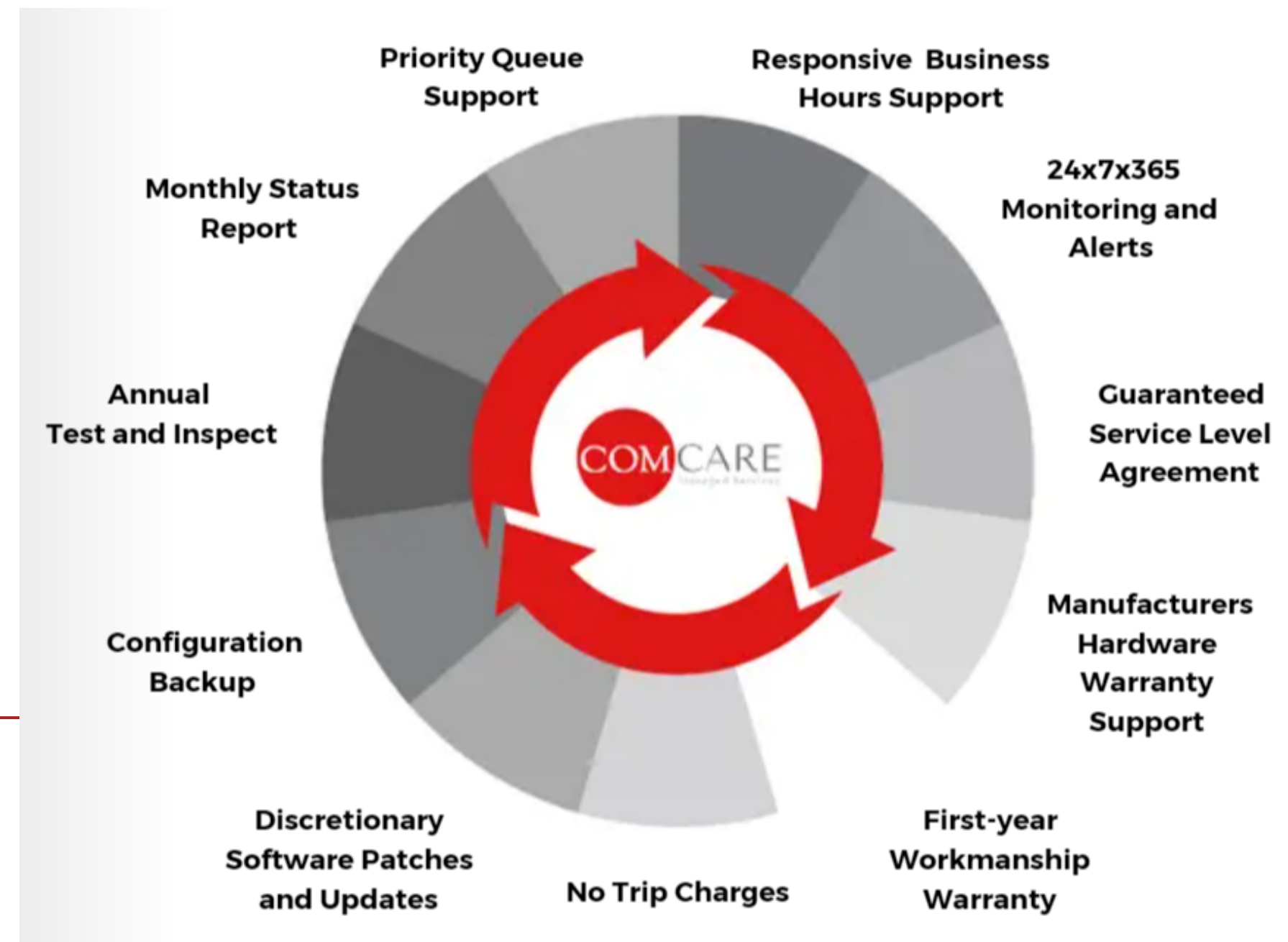


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08

ComCare Managed Services

Communication Company offers two levels of managed services to oversee your alarm and system monitoring, maintenance, and annual test and inspect support of our professionally engineered systems design and installation.





ComCare Select provides support and monitoring of solutions during normal business hours. Our team will receive alerts and respond to resolve issues either remotely or onsite as required. Select clients will have priority queue and service level agreements for necessary updates, annual tests, and inspects to ensure all systems are functioning.

ComCare Managed Services		ComCare Basic	ComCare Select
ComCare Standard Services			
ComCare services can be provided for any core system we provide.			
Manufacturers hardware warranty (labor not included)		●	●
First-year workmanship warranty (labor not included)		●	●
Standard business hours support (remote, onsite)			●
24x7x365 System monitoring and alerting			●
Guaranteed service level agreement (SLA)			●
Priority queue for support, quotations			●
Discretionary software patches and updates			●
No trip charge			●
Configuration backup			●
Monthly status report			●
Annual test and inspect			●
ComCare+ Options			ComCare Select
For additional subscription fees, you can expand your level of ComCare service.			
Software license*			Optional add-on
Upgrade software testing*			Optional add-on
Scheduled firmware and software upgrades and testing*			Optional add-on
Premium remote and onsite support 24x7x365			Optional add-on
Alarm monitoring			Optional add-on
Test and inspect			Optional add-on
Fire extinguisher exchange program			Optional add-on
Hosting service			Optional add-on
Platform as a Service (PaaS)			Optional add-on
* Only these three items are included in our standard SMAs (Software Maintenance Agreements)			

Our Full Product Integration

Communication Company is a full systems integration provider. We have been designing, installing and servicing communications systems since 1976. We offer best-in-class life safety, security, audio-visual, and communication systems from the top brands, such as Rauland Ametek, Siemens, and more.



Nurse Call



RTLS



EMR Integration



Wireless
Telephony



Emergency
Response



Messenger,
Emergency
Communications



Paging, Intercoms,
Notification



Fire Alarms,
Extinguishers, Inspections



Access Control,
Clocks



Security
Surveillance, CCTV



Viral Response



Violence Mitigation



Interactive Display,
Conference
Management



Pro Audio

Our Assessment



Could you describe the problem, challenge, or opportunity for improvement that will be improved through medical teamwork? What is it that you will fix or improve?

What is the evidence to support your problem selection?

- Adverse event due to a breakdown in team skills (e.g., communications, situation monitoring, mutual support/back-up.)
- Near miss(es) due to breakdowns in team skills.
- Staff members are concerned that we could have an adverse event due to breakdowns in team skills.

Other data, evidence or supporting information:

- Do you have any data?
- Incident reports
- Patient safety data

Identify the clinical process during which the target problem occurs:

- What is the clinical process or communication process during which the problem occurs?
- Who is involved in the “problem” process? (list by staff positions, not individuals’ names. Could also include patients.)
- When does the “problem” occur? (e.g., day shift, night shift, shift changes, certain days or clinical circumstances)
- Where does it occur? (clinical setting or site)

Healthcare 4.0 Impact Metrics



What metrics are you trying to improve? Here are examples that Healthcare 4.0 systems can impact.

- | | | | |
|-----------|---------------------------|-----------|--|
| 01 | Fall Reduction | 08 | VAP (Ventilator-Associated Pneumonia) |
| 02 | HCAHPS | 09 | CAUTI Reduction |
| 03 | OR Turnover | 10 | C. DIFF Reduction |
| 04 | Reduced Length of Stay | 11 | MRSA Reduction |
| 05 | Reduced Readmission Rate | 12 | CLABSI Improvement |
| 06 | Emergency Department LWBS | 13 | SSI - Colon Surgery & Abdominal Hysterectomy |
| 07 | Pressure Ulcers | | |

Your Goals

ACTION PLAN							
Goal 1	Action Step Descriptions	Responsible Person/Dept.	Start Date	Date Due	Resources Required	Desired Outcome	Notes
Write your goal statement here							
Goal 2	Action Step Descriptions	Responsible Person/Dept.	Start Date	Date Due	Resources Required	Desired Outcome	Notes
Write your goal statement here							
Goal 3	Action Step Descriptions	Responsible Person/Dept.	Start Date	Date Due	Resources Required	Desired Outcome	Notes
Write your goal statement here							
Goal 4	Action Step Descriptions	Responsible Person/Dept.	Start Date	Date Due	Resources Required	Desired Outcome	Notes
Write your goal statement here							

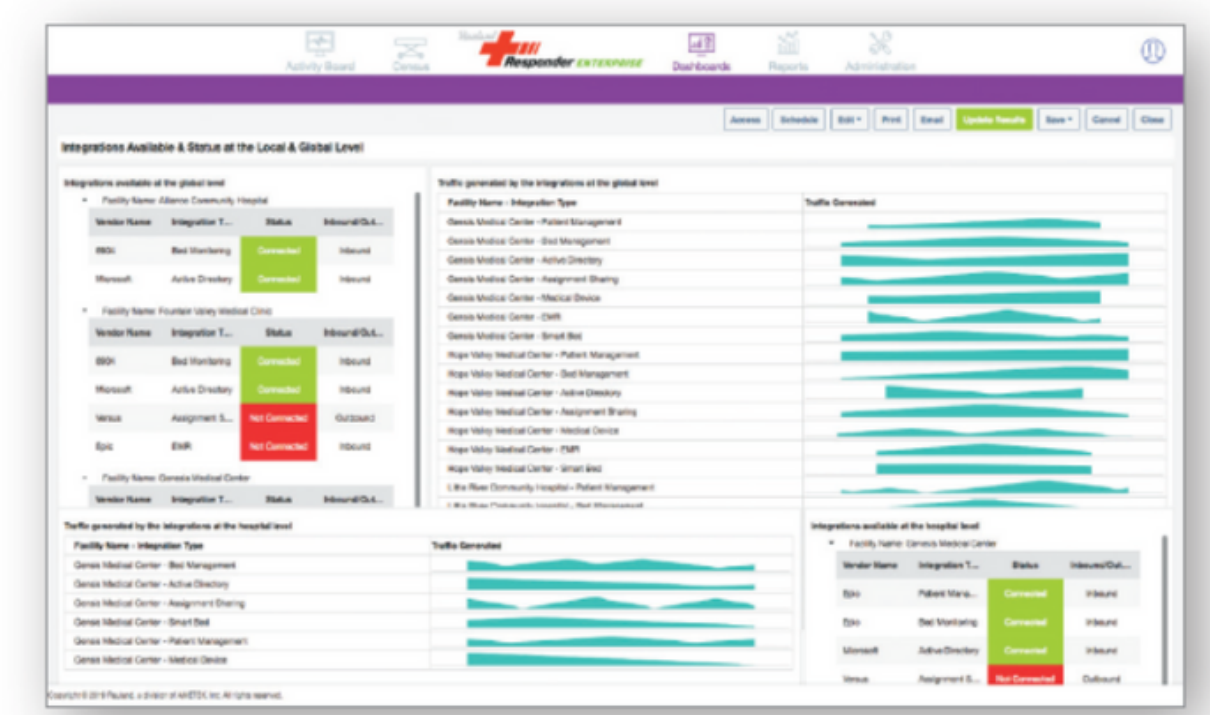
Together, we will set goals for your immediate healthcare safety, security, and communication systems needs. Our team will review our assessment, your goals, and metrics to design the local or enterprise solutions needed to meet your needs.

Your Scorecard

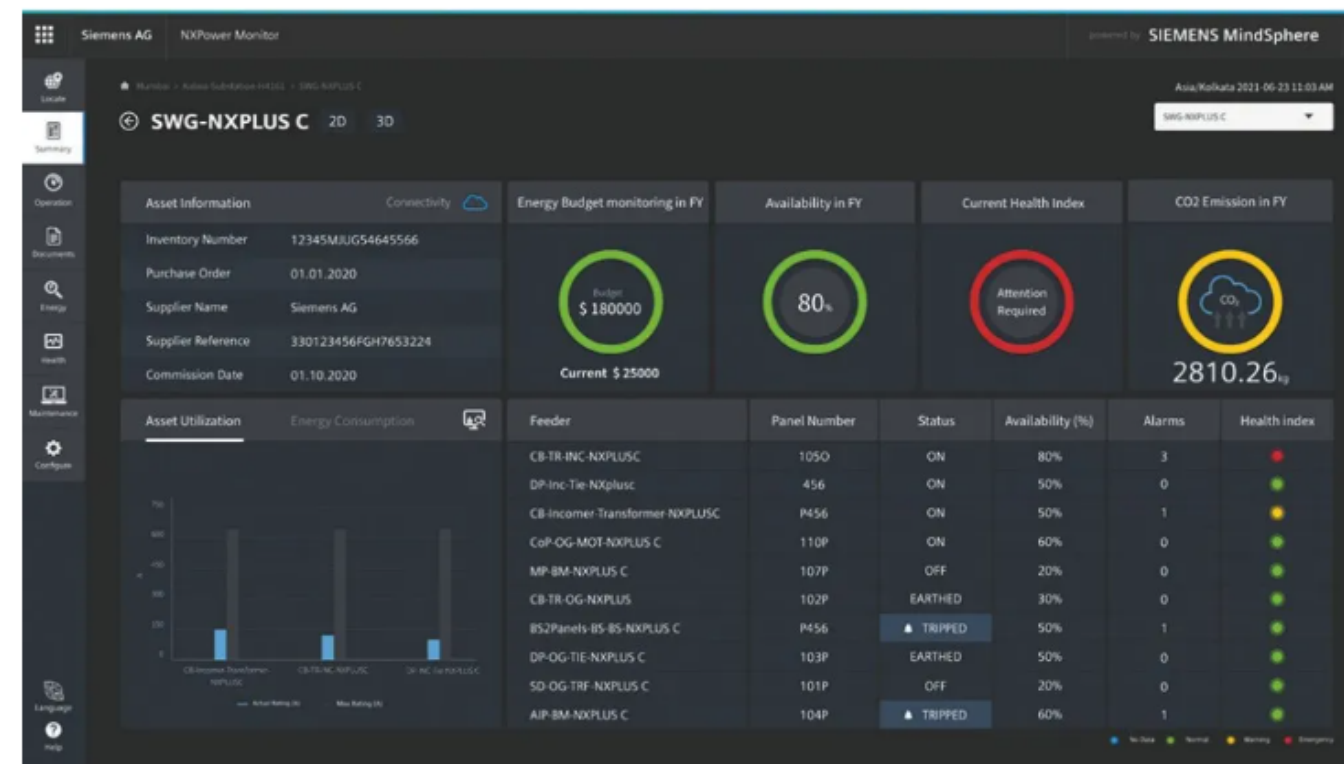
Our team will work with you quarterly or annually to track your goals with actual performance. We will help assess how your team can improve workflows and leverage the system to achieve results.

Measure:	June	July	August	September	October	November	December	YTD:	Trend:	Rauland Solution
Fall Reduction	0.5	0.6	0.6	8.0	0.7	0.7	0.8	2.1		Corridor Light All Touch Integration Staff Terminal w/ Rounding Reminder Bathroom Audio Stations Enhanced Pillow Speaker Reports Manager - Response Times Fall Prevention Integration for Alarms
HCAHPS Score Improvement	97.0%	55.0%	80.0%	68.0%	76.0%	88.0%	100.0%	60.0%		Staff Terminals - bedside report, rounding, pain reassessment reminders, Family screen Reports Manager - Response Times RTLS Integration
How often did you get help as soon as you needed it?	79.0%							81.0%		
How often were your room and bathroom kept clean?								68.5%		
How often was the area around your room quiet at night?	88.0%	41.0%						64.5%		
How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?				90.0%	18.0%			54.0%		
Overall rating 0-10								7.50		
OR Turnover	101.00									Staff Terminals w/ workflow All Touch integration (Timeout/Rights Check) Reports Manager - monitor metrics RTLS for tracking
Reduced LOS	0.60		0.80	0.90	1.00	0.25	0.50	0.63		Staff Terminal to drive workflows Reports manager - manage staffing levels RTLS integration - patient & staff tracking
Reduce Hospital Readmission Rate	60.0%	70.0%	80.0%	90.0%	100.0%	25.0%	50.0%	53.2%		Staff Terminals - treatment completion/pt education Reports Manager
Reduce ED LWBS	60.0%				100.0%	25.0%	50.0%	42.8%		Staff Terminals w/ workflow (Rounding) Reports Manager - Room turnover/Staffing Bed Status Station
Decrease Response Time	1:37	4:02	3:58	3:42	3:45	3:27	3:18	4:10		Enhanced Pillow Speakers RTLS Integration Reports Manager
Hourly Rounding	60.0%		80.0%	90.0%	100.0%	25.0%	50.0%	51.4%		Staff Terminals All Touch Integration RTLS Integration

Annual Reporting



In addition to your frequent impact metrics scorecard review, we will provide a ComCare service report showing the services we provide to keep your systems functioning and updated.



Communication Company

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A Assessment

01 | Workflow Mapping

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B Goals with Metrics

05 | Wearable Location System

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C Scorecard Review



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THANK YOU

