



## A Multidisciplinary Approach –

Mobile Technology for  
Communications and Clinical  
Documentation



**HimSS**  
ARIZONA Chapter

# About the Presenter

Rebecca Wiesner, MBA – Director Clinical Applications at HonorHealth

- HonorHealth – 3 Years
- 16 Years Hospital Operations Experience
- Clinical Laboratory Technologist (NYSED)
- Diplomat in Laboratory Management ASCP
- Certified in EMR Orders Application

# About HonorHealth



5 Magnet-Designated Acute Care Hospitals	11,600 Employees	3,400 Affiliated Physicians
1,300 Licensed beds	33 Primary Care Locations 40 Specialty Locations	360 Employed Physicians & Advanced Practitioners
1 Free Standing ED 1 Rehab Hospital	4 Health Centers 5 Urgent Care Locations 3 Free Standing ASCs	

# Agenda

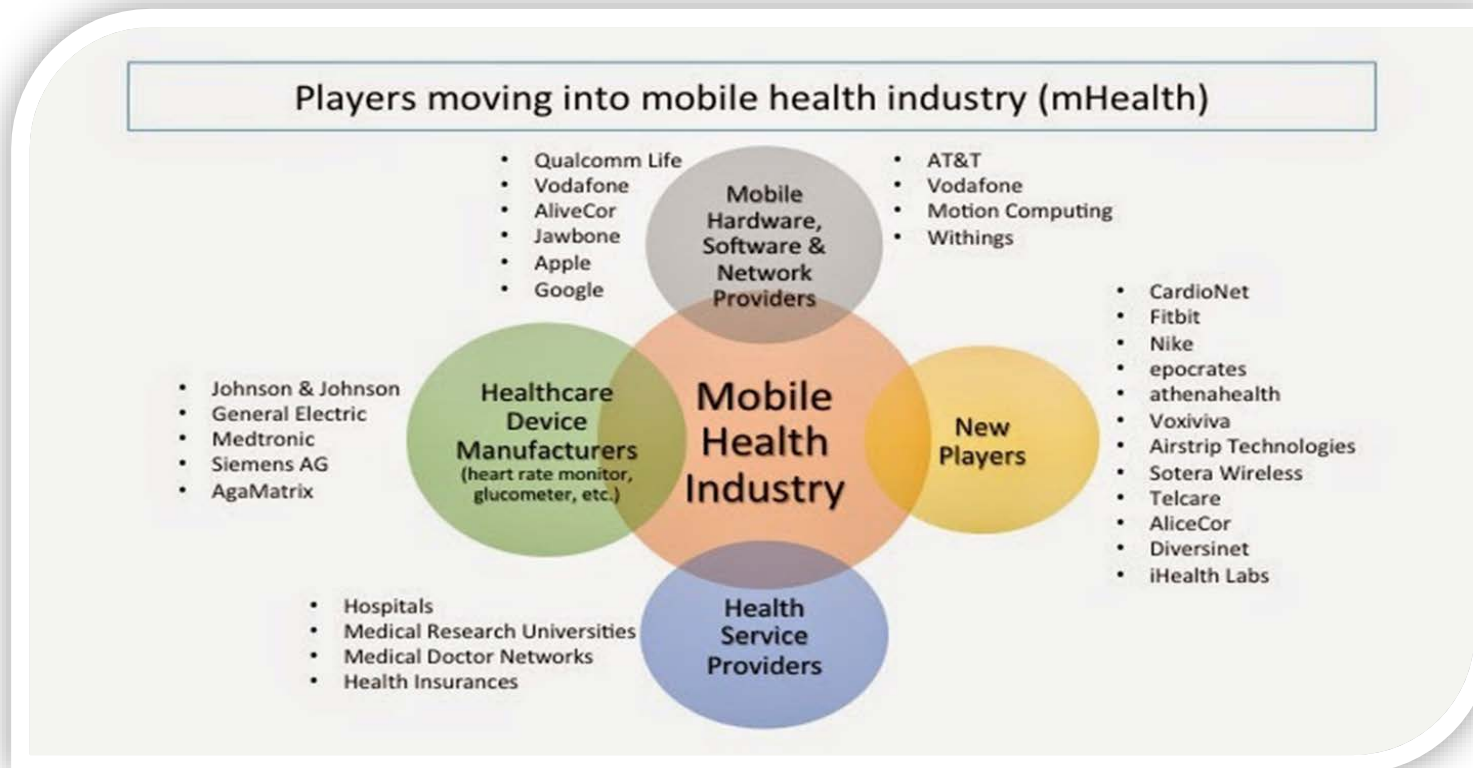
1. Technology Evaluation for Best Fit
2. Governance
3. How to get buy-in from Clinical Operations & Deployment Approach
4. Lessons Learned
5. Measuring Success – Results
6. Next Steps

# Learning Objectives

1. How to perform a good technology evaluation for your single mobile device
2. How to develop governance around mobility
3. How to develop a multidisciplinary team for evaluation, scoping, build, training and deployment
4. Ways to measure your success

# Statistics

- 85% of healthcare leaders say that digital innovation is tied to their long-term strategies to improve care\*





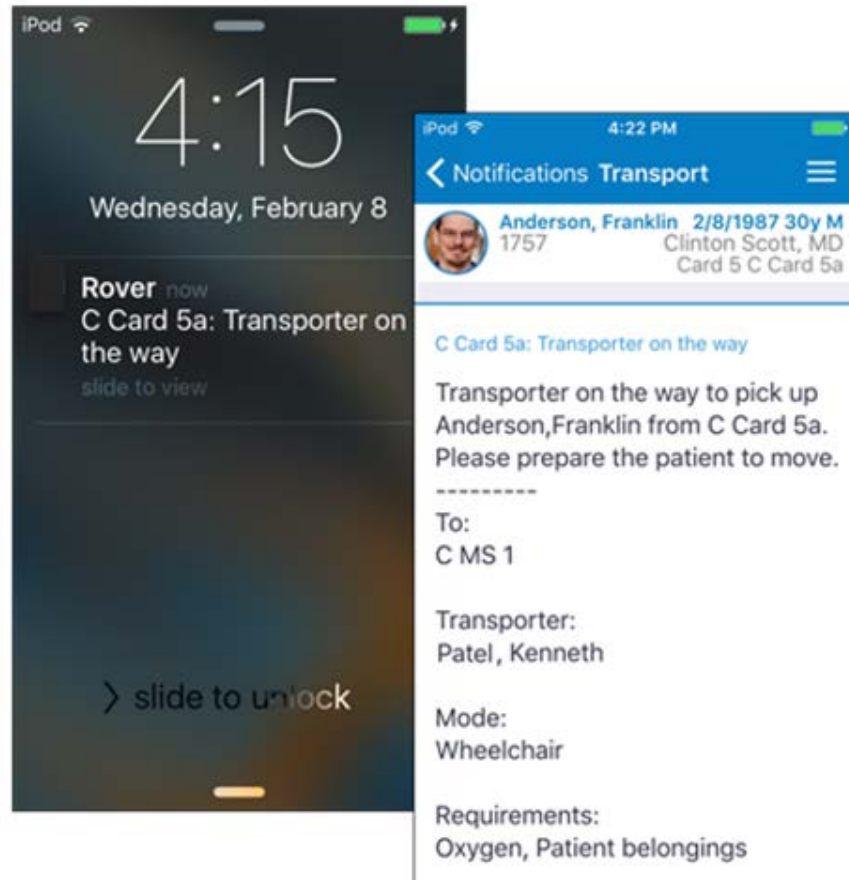
# Current Technology

- Current Technologies



# Best Fit Technology Evaluation

- Single Device Platform
  - Reduce Number of Devices
- Integration
  - Push Notifications
  - Communication
  - Patient-Clinician Interface
  - Multi-Department Interfacing
- Benefits of Mobility
  - Real-Time Documentation
  - Compliance
  - Improved TAT
  - Better Patient Outcomes





# Multidisciplinary Users

- Admin Reps / House Supervisor
- RN/PCT
- Lab
- Pharmacy
- RT
- Transport
- EVS
- Radiology
- Provider
- Home Health

# Options Available

- Acknowledge Order
- Specimen Collection
- Medication Administration
- Wound Images
- SecureChat
- VoIP Phone / IM
- Documentation
  - Flowsheets
  - Wound
  - Device Integration



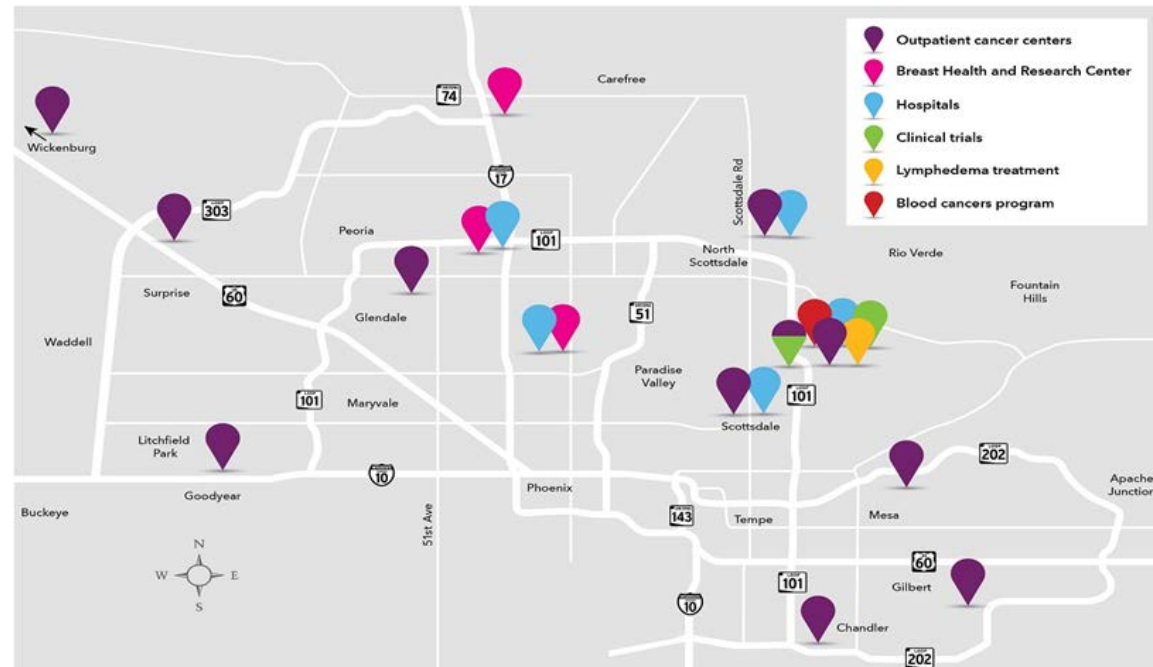
# Governance and Steering

- Establish a Governance Strategy
- Technology Decisions
- Scope
- Established Budget
- New Processes and Workflows to support technology
  - Application development and testing
  - Asset Management
  - Hardware assembly

# Decision Groups

- Enterprise Rover Steering Committee
  - Facility steering committees
- Mobile Applications Work Group
- Service Line Governance
  - Executive Nurse Leadership Council
  - Shared Governance

# HonorHealth Scope



- All Inpatient Hospital Locations were in scope
- Outpatient options for Rover would be evaluated as optimizations

# Timeline

- Scope, Build, Pilot: 7/1/18 – 10/1/18
- 2018-2019

ID	Task Name	Finish	Start	Q4 18			Q1 19			Q2 19			Q3 19			Q4 19					
				Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
1	Rover & Jabber – Shea	12/31/2018	10/1/2018	█																	
2	Rover & Jabber - JCL	3/29/2019	1/1/2019				█														
3	Rover & Jabber - Osborn	6/28/2019	4/1/2019							█											
4	Rover & Jabber - DV	9/30/2019	7/1/2019										█								
5	Rover & Jabber – TPK	12/31/2019	10/1/2019													█					



# Technology

- Environments
  - Production, Test, Beta Test
- Mobile Device Management
- Barcode Scanning
  - Integration with Application
- VoIP Phone
  - Integration with Application
- Wi-Fi
  - Dedicated Networks

# Technology - Hardware

- Smart Phone
- Smart Phone Case
  - Drop Proof
  - Infection Prevention
- 3 Year Replacement Strategy



# Technology - Software

## Current Applications:

- EMR Application
- Barcode Application
- Phone Application

## Future Applications:

- Email
- Enterprise Service Management
- Payroll
- Nursing Resources & Education

# Scottsdale Shea Medical Center



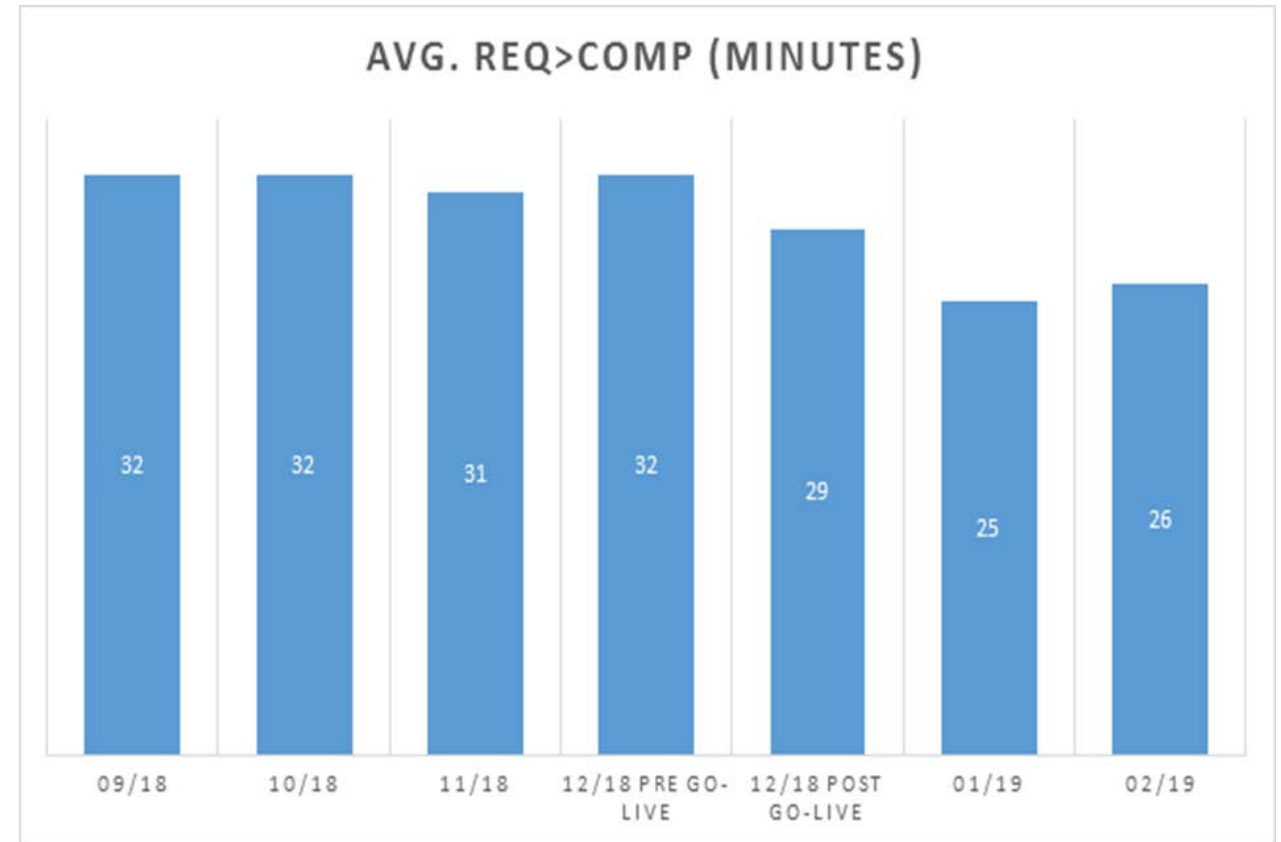
# Lessons Learned

- Implementation Strategy by Location
- Technology Issues
  - Wireless
  - Phone
- Settings for devices, applications, and network
- Requests for new applications

# Results?

## Transport Mobile

- Request to Complete dropped 7 minutes per patient in the first two months
- Improved data accuracy
  - Process
  - Marking for Delay



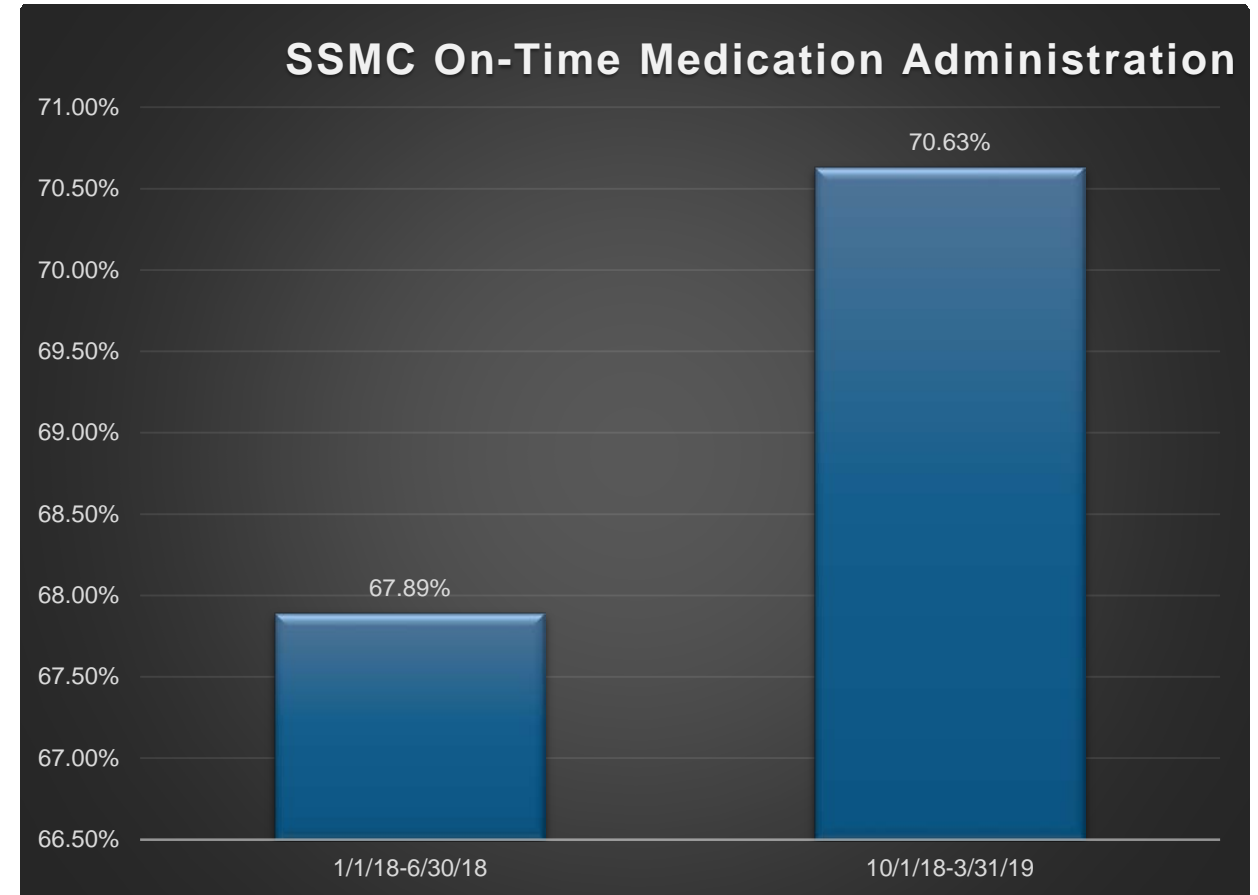


# Results?

## Nursing Mobile

### – On-Time Medication Administration

- Increase 2.74% SSMC
- Improvements
  - Reduced Early Admin
  - Reduced Late Admin



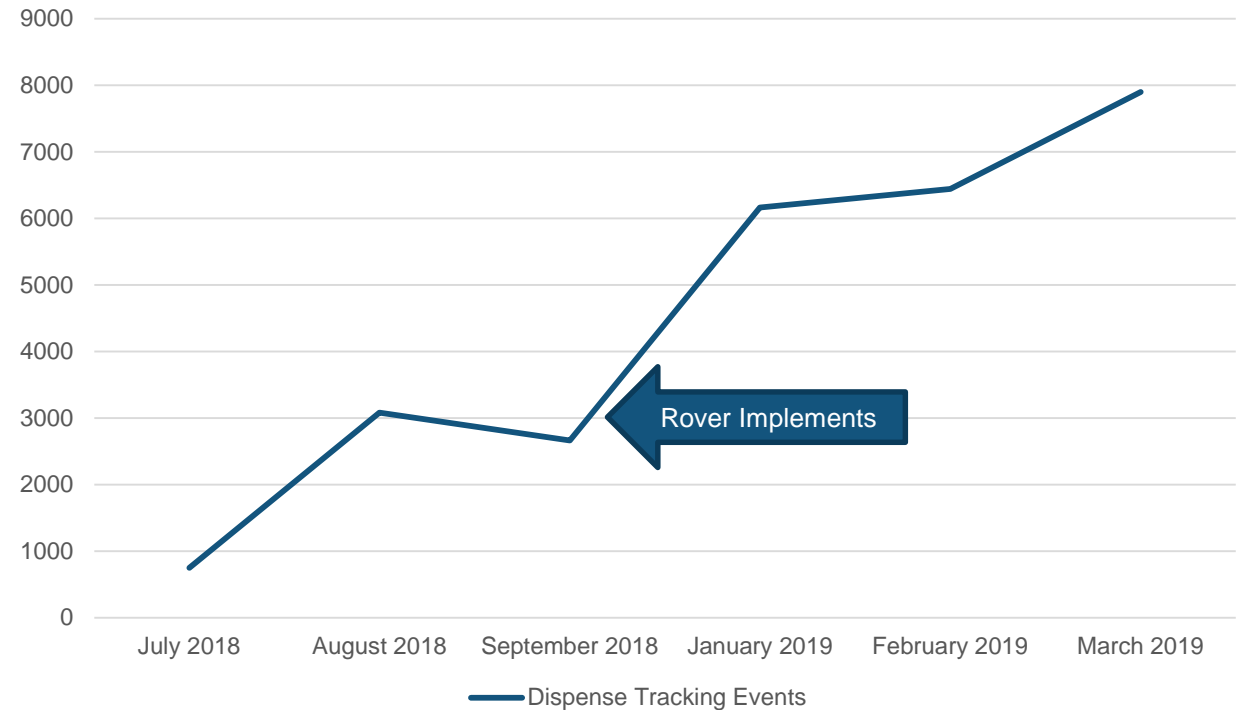
# Results?

## Pharmacy Mobile

### – Dispense Tracking

- Rover Implemented September 2018
- Mobile Dispense Tracking goes from 3,000 events to over 7,000 monthly
  - Accurate documentation and tracking of medications
  - Reduced number of missing medications

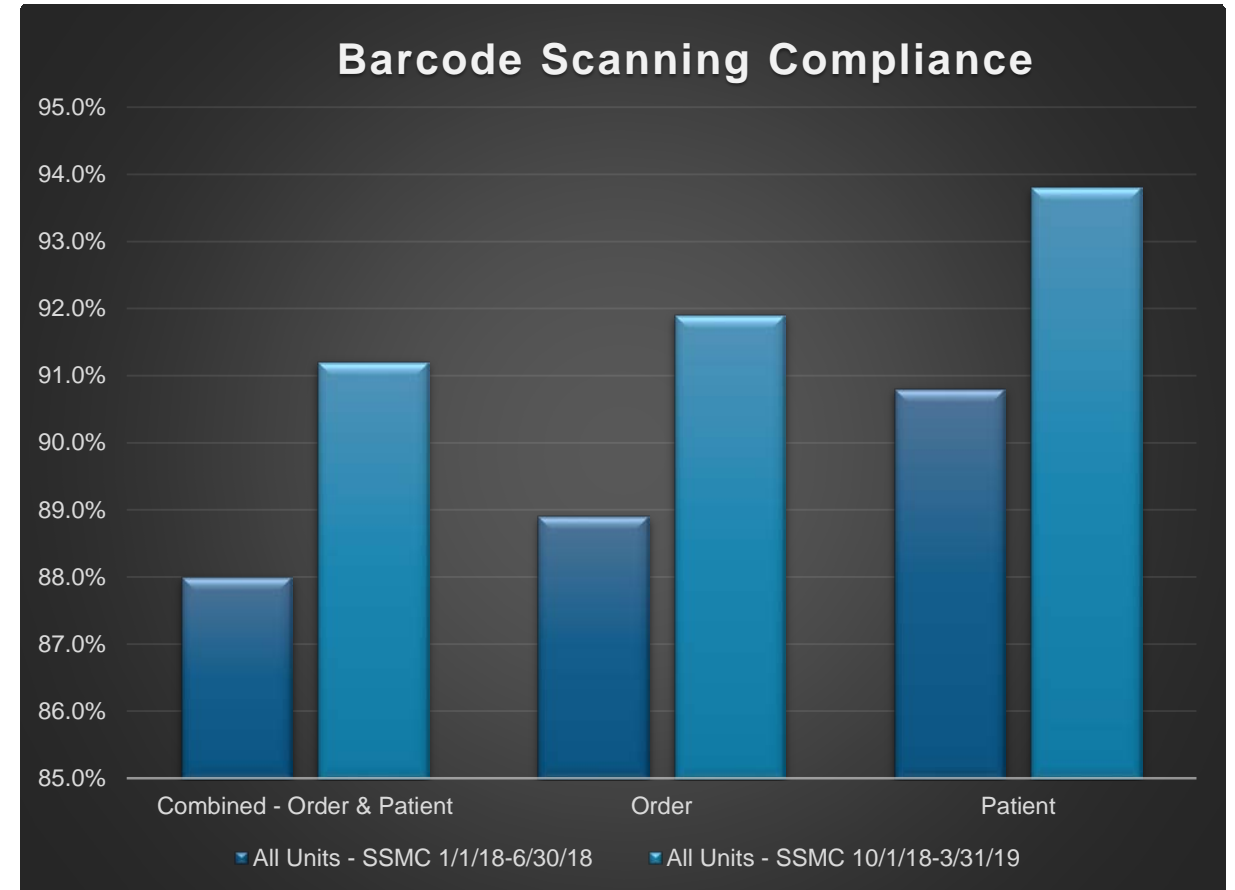
Dispense Tracking Events



# Results?

## Nursing Mobile

- Barcode Scanning Compliance
  - Increase 3.2% Combined Order and Patient



# Next Steps

- Continue Roll-Out 2019
- Expanding additional disciplines (EVS, Home Health, Oncology, Bed Planning)
- Refining push notifications
- Building Refined Profiles in MDM
- Establishing long-term mobility strategy

Questions?

**Thank you**



# Contact Information

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