VOALTE®
PLATFORM

One Unified

Care Communications Platform

A Shifting Industry

CONTINUOUS FLOW OF INFORMATION

- Numerous alert and alarm sources
- Care teams access many systems and applications
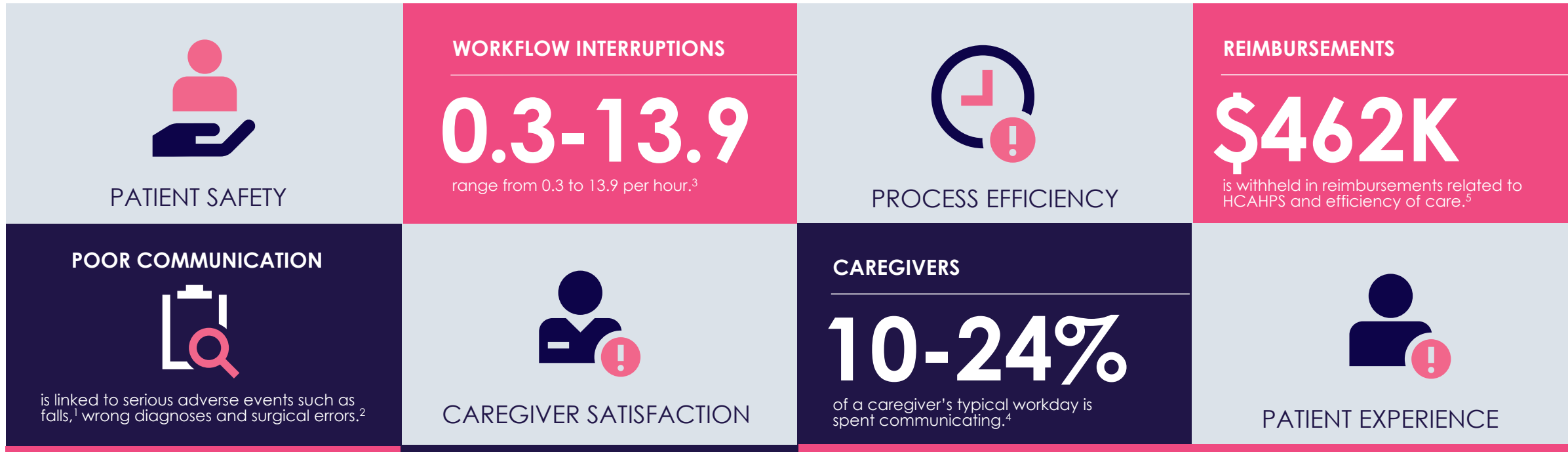
PROLIFERATION OF NEW TECHNOLOGIES

- Patient engagement and telemedicine
- Multiple communications devices
- Growth of monitoring devices

INCREASINGLY COMPLEX CARE TEAMS

- Large teams of specialists
- On-site and off-site care team members

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Risks of Inefficient Communication

PATIENT SAFETY

WORKFLOW INTERRUPTIONS

0.3-13.9

range from 0.3 to 13.9 per hour.[3]

PROCESS EFFICIENCY

REIMBURSEMENTS

$462K

is withheld in reimbursements related to HCAHPS and efficiency of care.[5]

POOR COMMUNICATION

is linked to serious adverse events such as falls,[1] wrong diagnoses and surgical errors.[2]

CAREGIVER SATISFACTION

CAREGIVERS

10-24%

of a caregiver's typical workday is spent communicating.[4]

PATIENT EXPERIENCE

REFERENCES:

[1] Joint Commission. Sentinel Event Statistics Released for 2015. http://info.jcrinc.com/rs/494-MTZ-066/images/Sentinel39.pdf, Accessed October 2018.

[2] Umberfield E et al. Using Incident Reports to Assess Communication Failures and Patient Outcomes. Joint Commis Qual Saf. 2019. 45(6):406-413.

[3] Hopkinson S et al. Interruptions during nurses' work: A state of the science review. Res Nurs Health. 2013;36:38–53.

[4] Street M et al. Communication at the bedside to enhance patient care: a survey of nurses' experience and perspective of handover. Int J Nurs Prac. 2011;17(2):133-140.

[5] Wheeler. Overview of the Hospital VBP Purchasing. Center for Medicare and Medicaid Services. Page 37. Feb, 2015.

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UNIFIED CARE COMMUNICATIONS IS THE ANSWER

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Why Choose Hillrom™ Care Communications?

Hillrom delivers actionable data and alerts from smart beds, nurse call and patient monitoring devices directly to your caregivers smartphones.
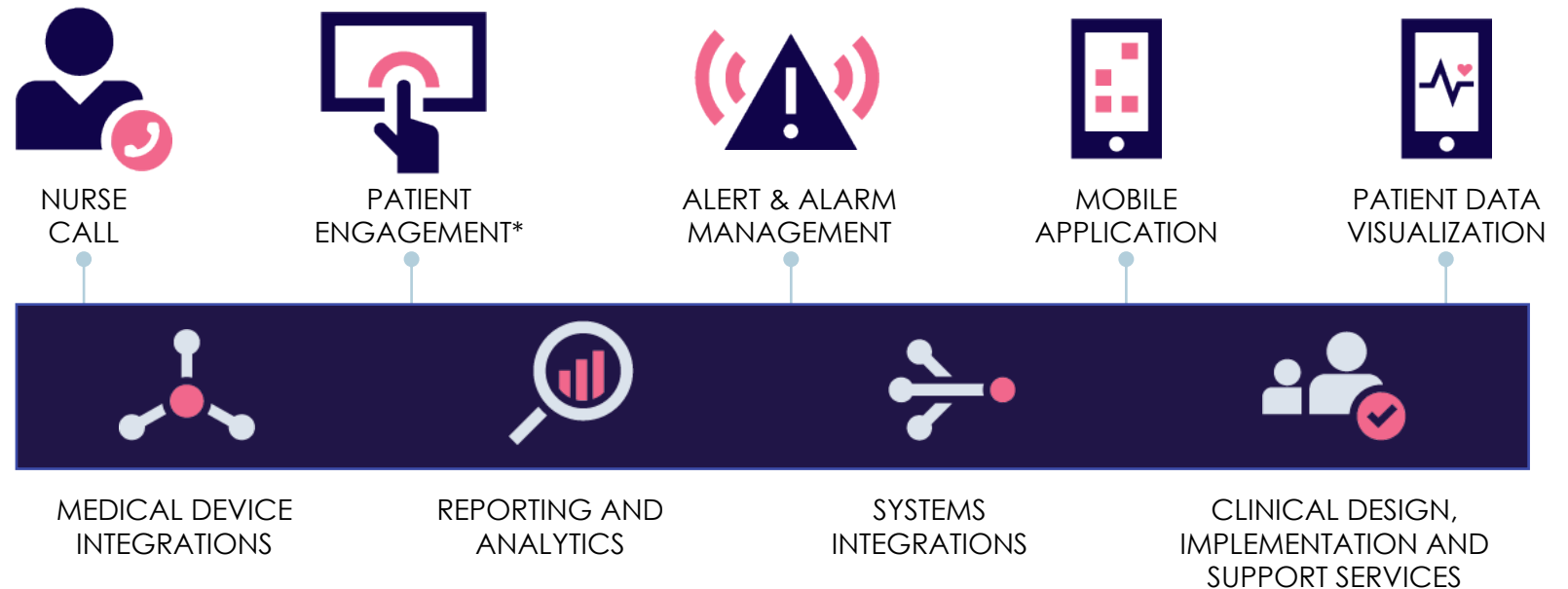
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BETTER TOGETHER

Unify your communications and connect your care with the power of the Voalte® Platform.

- Know your patients specific needs and respond quickly and efficiently
- Tighten integrations to help streamline your workflows
- Add-on modules to expand your implementation and capabilities

*Coming 2021

NURSE CALL

PATIENT ENGAGEMENT*

ALERT & ALARM MANAGEMENT

MOBILE APPLICATION

PATIENT DATA VISUALIZATION

MEDICAL DEVICE INTEGRATIONS

REPORTING AND ANALYTICS

SYSTEMS INTEGRATIONS

CLINICAL DESIGN, IMPLEMENTATION AND SUPPORT SERVICES

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VOALTE®
NURSE CALL

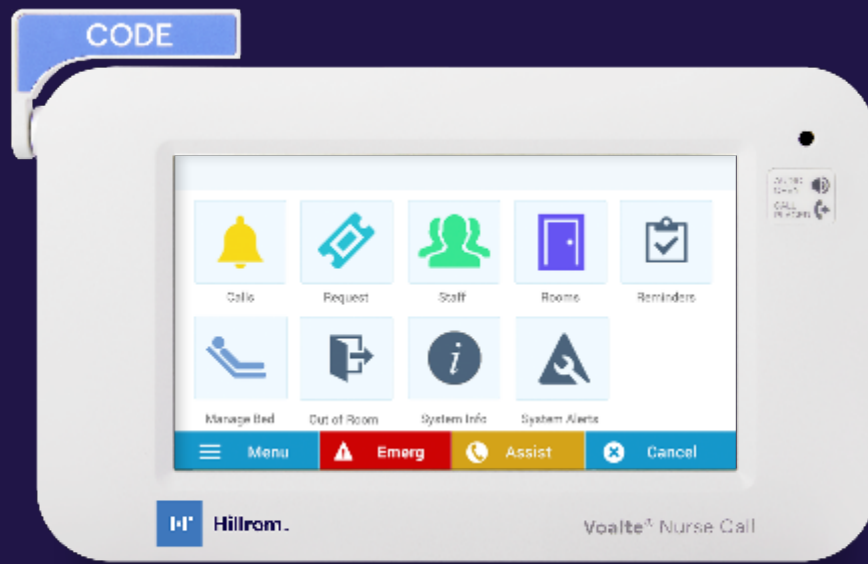# In a Hospital, Connection Isn't Just Important
IT'S VITAL

Your patients depend on their care teams to understand their needs and act on them quickly.

Voalte® Nurse Call
provides a vital lifeline connecting caregivers to their patients - and empowering them to meet patient needs with efficient workflows.

Stay Focused on Patient Safety

Automate the care environment and drive awareness of patient risk status, so you can help keep patients safe from harm.

- Automate rounding reminders to proactively address patient need

- Activate safety protocol monitoring and alert caregivers to an unsafe states

- View patient risk status and safety state in real time

Hillrom™

Prioritize Patient Satisfaction

Improve your patients' experiences by giving caregivers the detailed information they need to meet needs quickly—and even proactively.

- Send patient calls directly to the appropriate caregivers so they can respond faster.

- Include more detail in patient requests so they get what they need—the first time.

- Automate reminders to meet patients' needs before they even have to ask.

Hillrom™

Drive Caregiver Safety and Satisfaction

Give your caregivers more time at the bedside with safe, efficient solutions that can remove steps from workflows and lighten mental load.

- Ready access to one-touch staff duress alerting

- Presence-based, automatic call completion

- Automate reminders

- Direct communications between staff

- Real-time location of teams

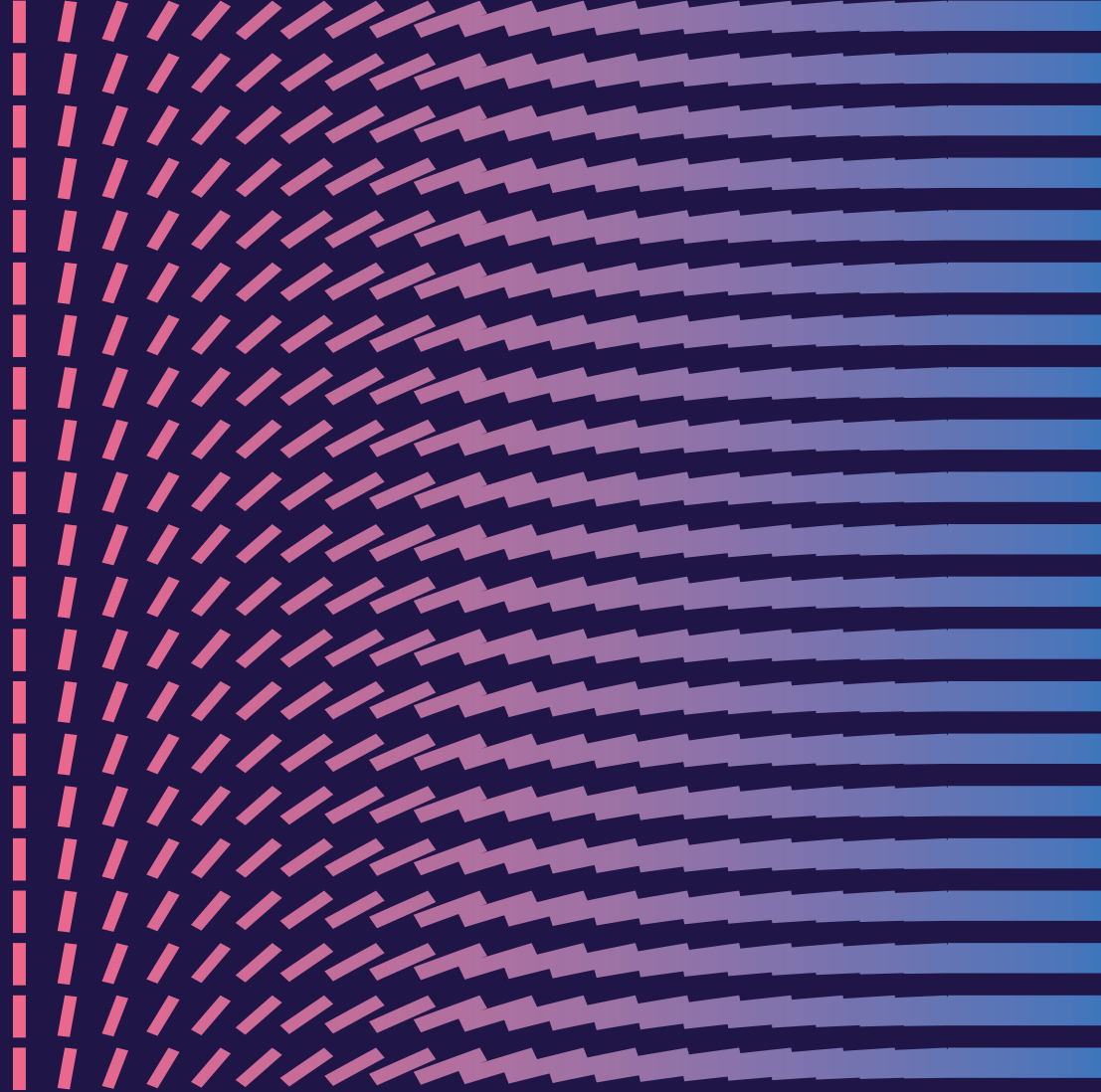- Automate information sharing with integrations to existing hospitals systems

Hillrom™

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Ease System Administration and Achieve Interoperability

Software-based nurse call provides simple system architecture and enables connections to existing systems, saving you resources.

- Open, scalable platform accommodates your needs today, and in the future

- Customizable system configuration meets specific facility requirements

- Flexible network design options fit into hospital infrastructure and maintain system reliability

- Integrations are established using industry-standard protocols and with security in mind

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VOALTE®
MOBILE SOLUTION

Hillrom™

Improve Care Collaboration with Mobile Communications

Streamline communications between care teams so they can collaborate on each patient's care, whether they are working inside or outside the hospital walls.
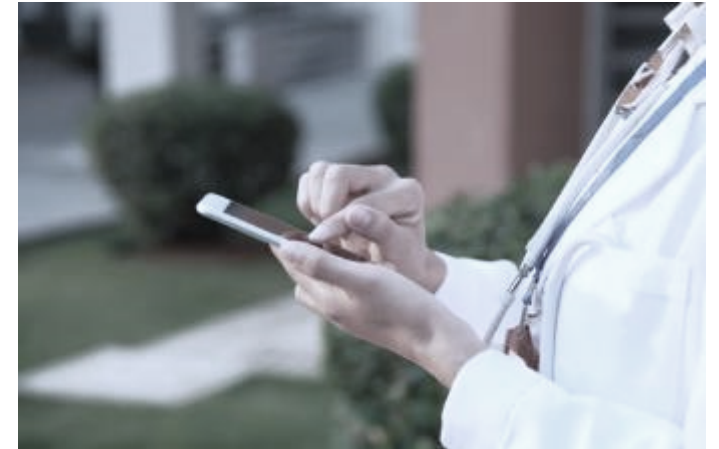

AT THE BEDSIDE

An app for voice, alarms and texting via shared, hospital-owned smartphones.

ON THE DESKTOP

A web client for texting via desktop, laptop or workstation on wheels.

OUTSIDE THE HOSPITAL

A "BYOD" app for voice, alarms and texting via personal smartphones.

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Manage alarms for quicker patient response

Integrate communications with multiple alarm sources, such as nurse call, patient monitoring and lab results from the EHR.
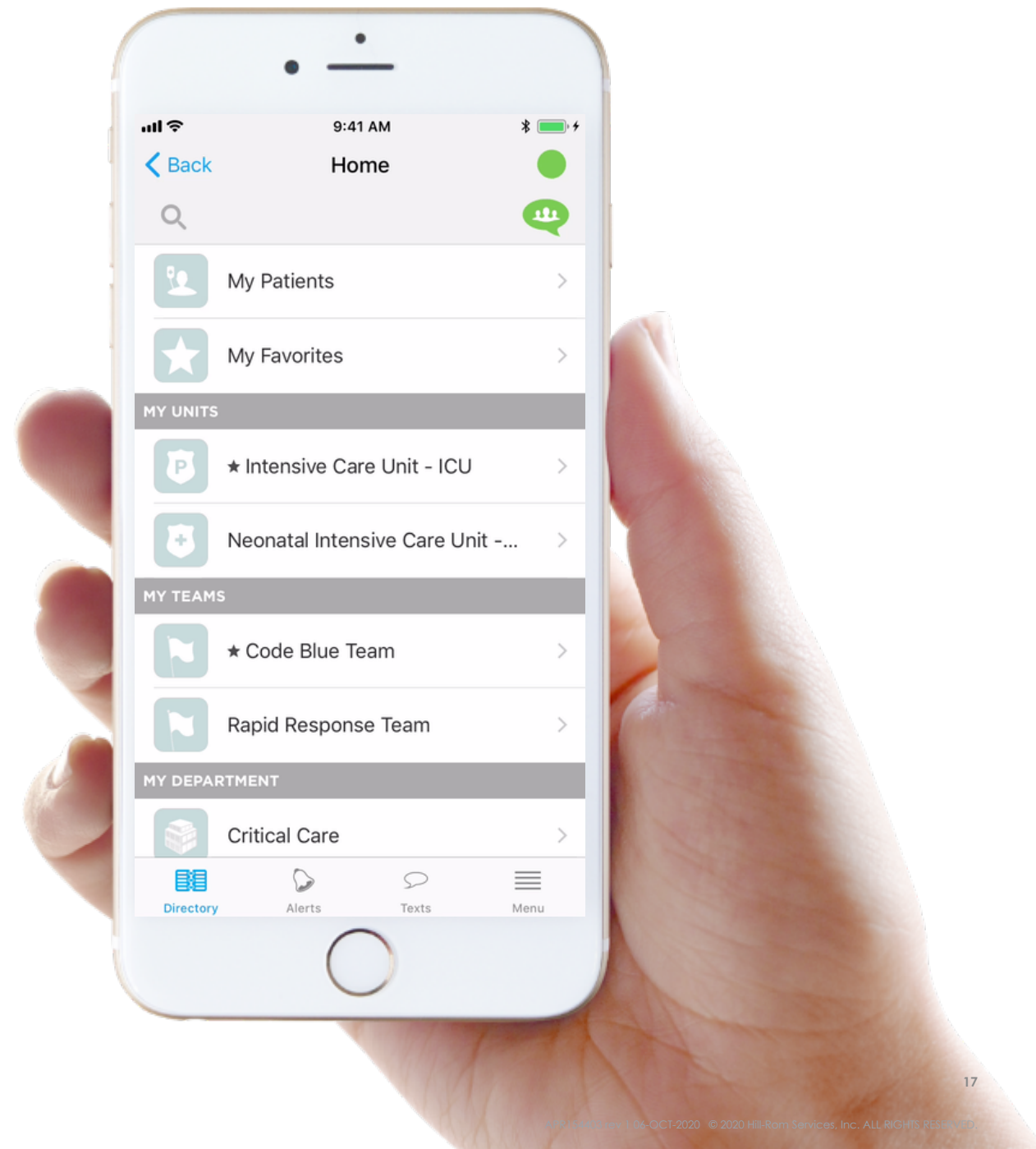
- Alarms sent to named users, roles, or roles and teams

- Multiple priority levels

- Custom ringtones by alarm type

- Alarm filtering and escalation

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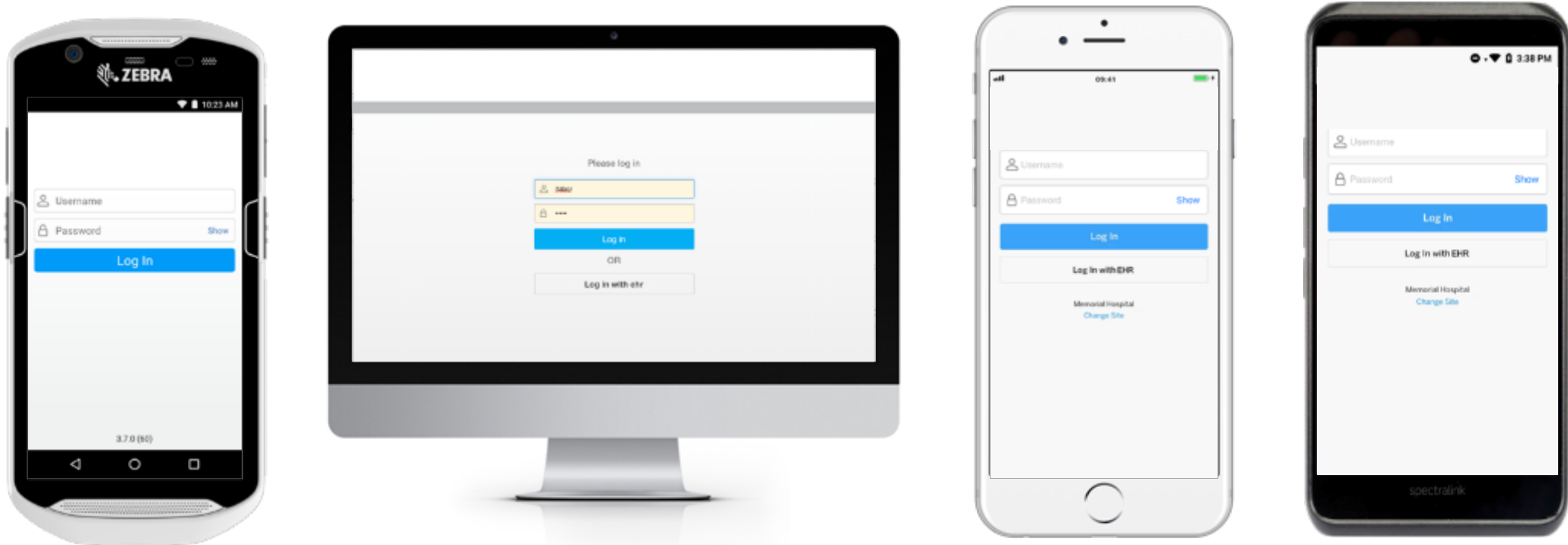# Stay Up to Date with a Universal Directory

Voalte Mobile is built for the way your caregivers communicate, starting with a dynamic directory that reflects on-the-fly changes. Using multiple views, your staff can find exactly who they need, precisely when they need them.

- Patients
- Network activity
- On-call schedule
- Roles
- Units
- Teams
- Rooms

Choose Your Solution

Choose the iOS, Android and desktop solution that works best for end users throughout your health system.
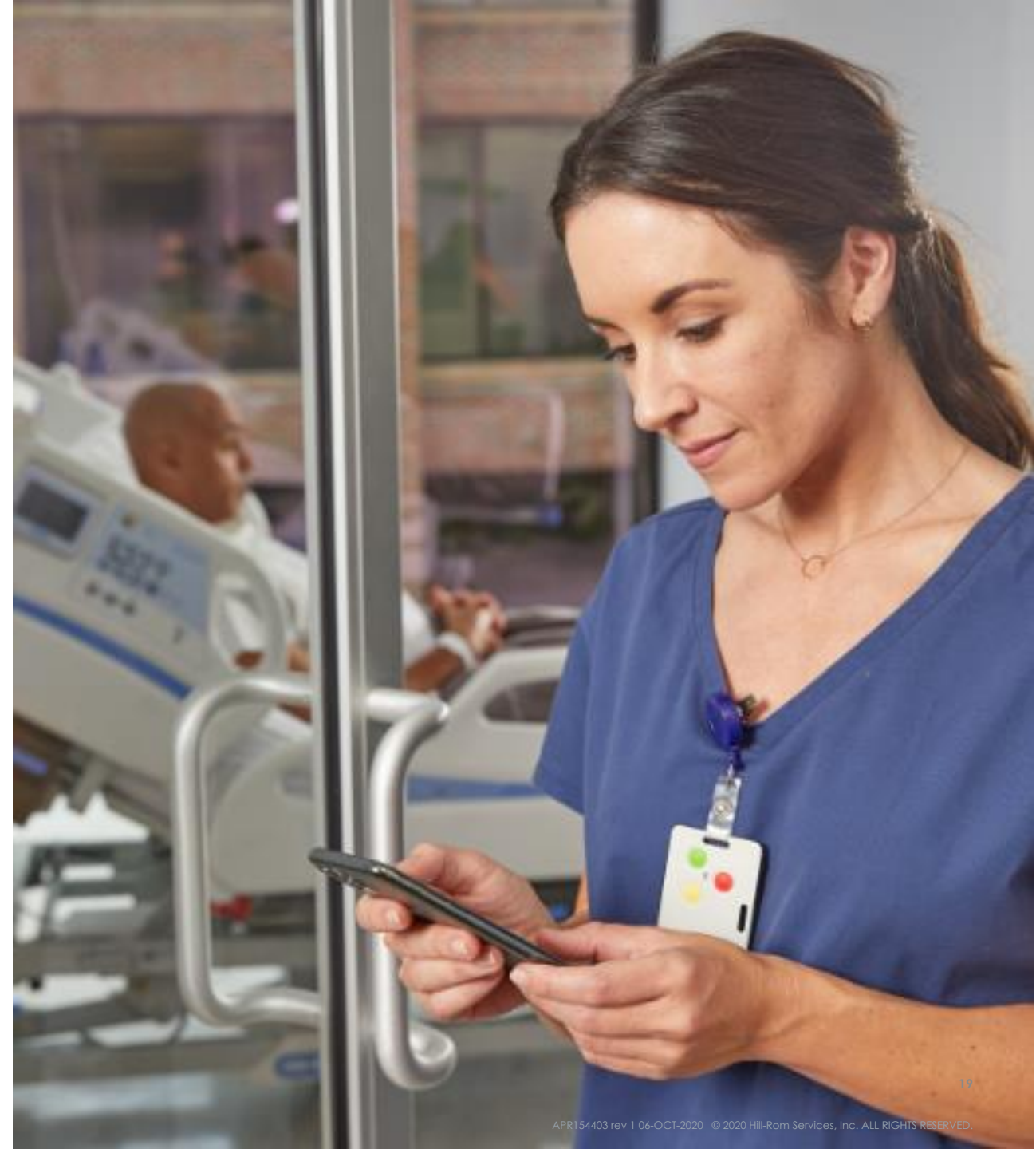
Roll Out and Manage Your Smartphones

Implementation, onboarding and offboarding, security settings…it's all easy for your IT staff to manage from any location.
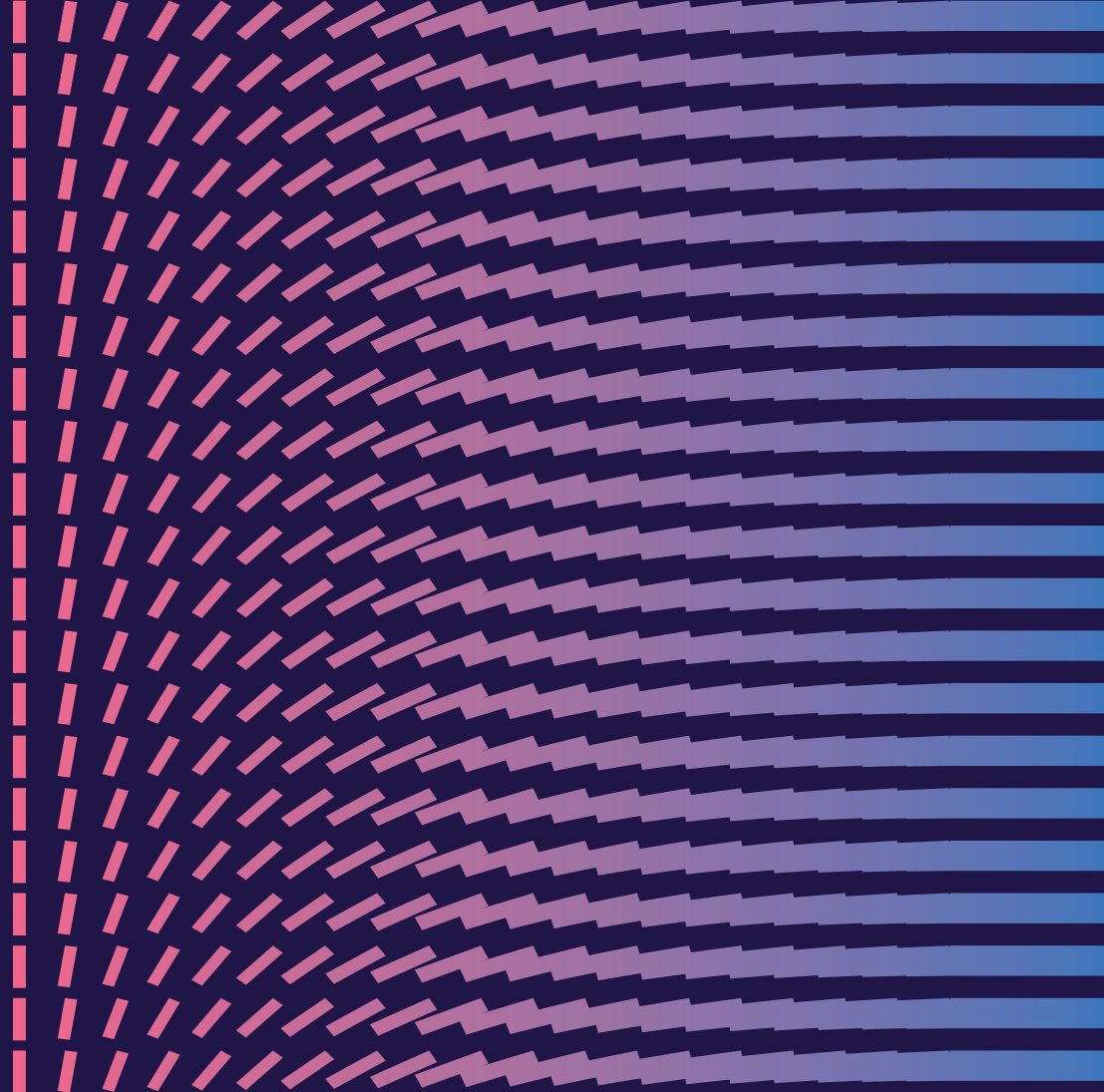
ADMINISTRATION

A web-based tool eases setup, management and database integration.

MANAGEMENT

Mobile device management powered by AirWatch® protects your smartphones and data.

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VOALTE® ALERT & ALARM MANAGEMENT

Hillrom™

Better Decisions Start with Better Information

Voalte® Alert & Alarm Management uses a data-driven approach to reduce alarm fatigue by eliminating non-actionable alerts and alarms.
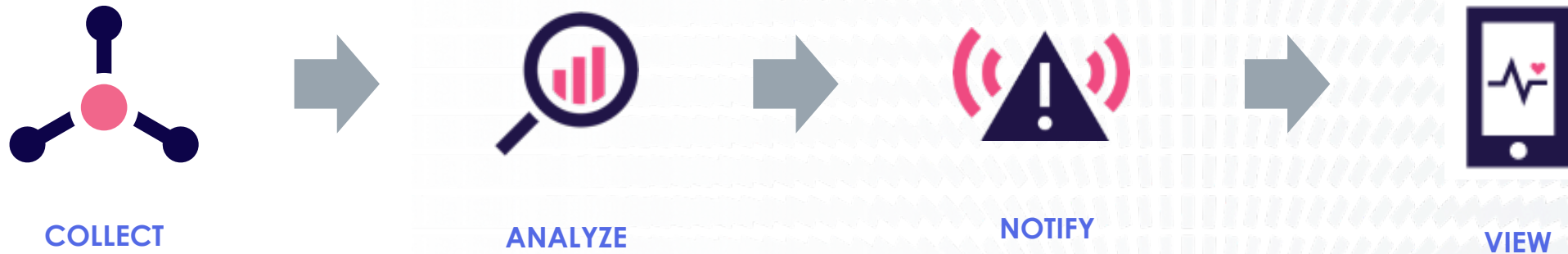
Hillrom™

Accelerate Your Intervention

- Collect and consolidate alert and alarm activity for near-real-time analysis

- Apply hospital-assigned rules and filters to determine which alarms are clinically relevant

- Notify care teams of actionable events in an easy-to-use mobile app

- Put waveforms, vitals and trends at your fingertips with Voalte® Patient Data Visualization applications

Hillrom™

Voalte® Alert & Alarm Management

COLLECT → **ANALYZE** → **NOTIFY** → **VIEW**

- **Reduce alarm fatigue** with a data-driven approach to identify clinically relevant alerts

- **Accelerate response** through simplified alert workflows

- **Inform patient intervention** with mobile access to patient monitoring data

- **Eliminate technology dependencies** and limitations using a vendor neutral approach based on open standards.

- **Propel adoption** with a single, interoperable solution supported by an end-to-end deployment roadmap

Hillrom™

High value at a Low Cost

One vendor for all your clinical communications needs.

MDI Vendor + Waveform Vendor + Middleware Vendor

OR

Hillrom™

- Multiple contracts, support models and teams involved in solution design and deployment
- Hardware-centric upgrades
- Multiple infrastructures and duplicate integrations
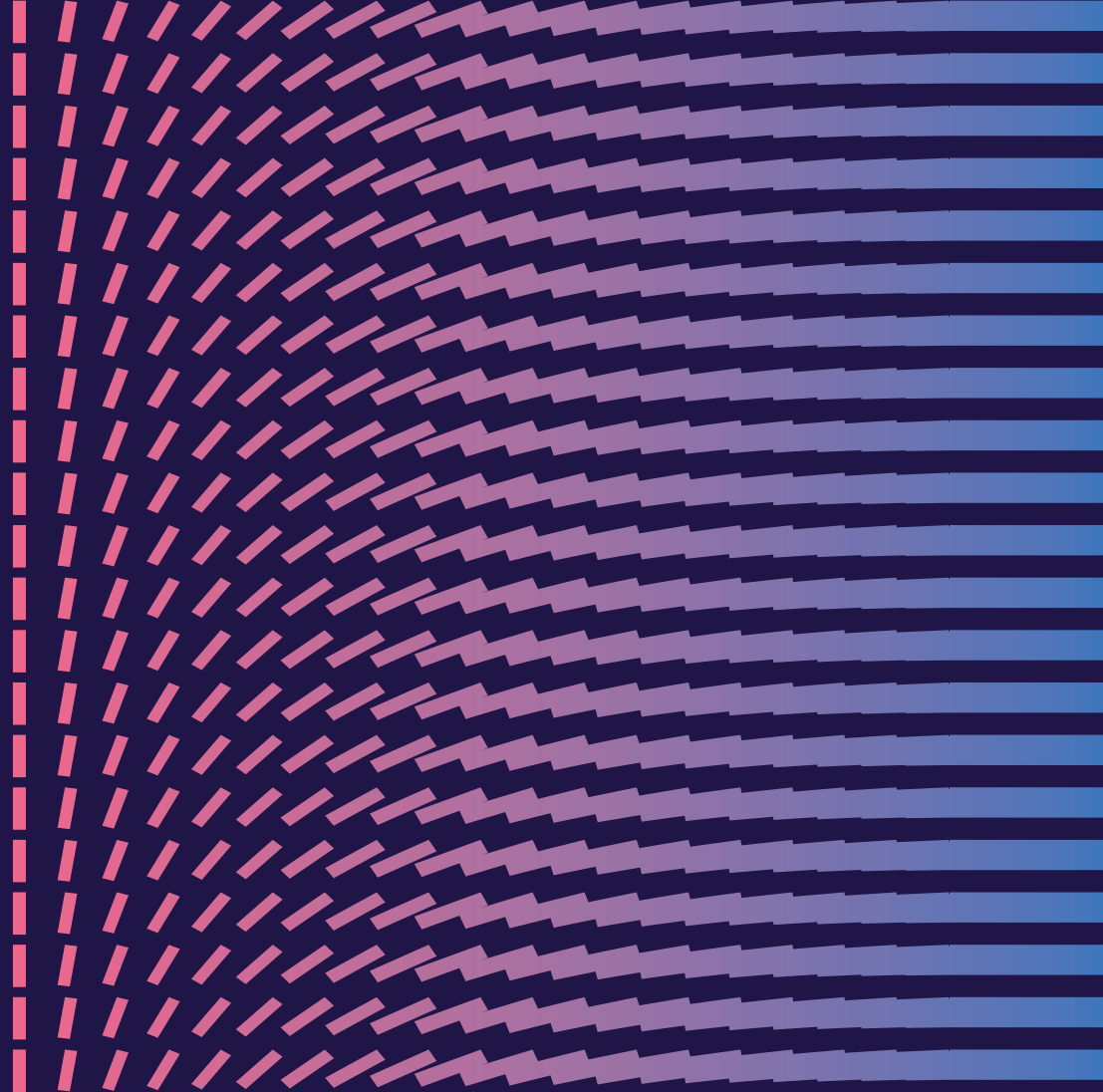- Workflow changes require vendor(s)

- One Clinical Services team to support solution adoption
- One partner provides Medica Device Integration, Alert and Alarm Management, plus Patient Data Visualization, Nurse Call and Mobile communications
- Software-based approach integrates into existing IT ecosystem and Clinical workflows

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VOALTE®
PATIENT DATA
VISUALIZATION

Hillrom™

Better Decisions Start with Better Information

Voalte® Patient Data Visualization applications put near-real time monitoring data and alerts at your fingertips to inform your response to changes in the patient's condition.

Hillrom™

Informed Care Teams

Expand telemetry workflows and empower care teams to monitor patients remotely with a suite of applications that provide patient-centric monitoring data.
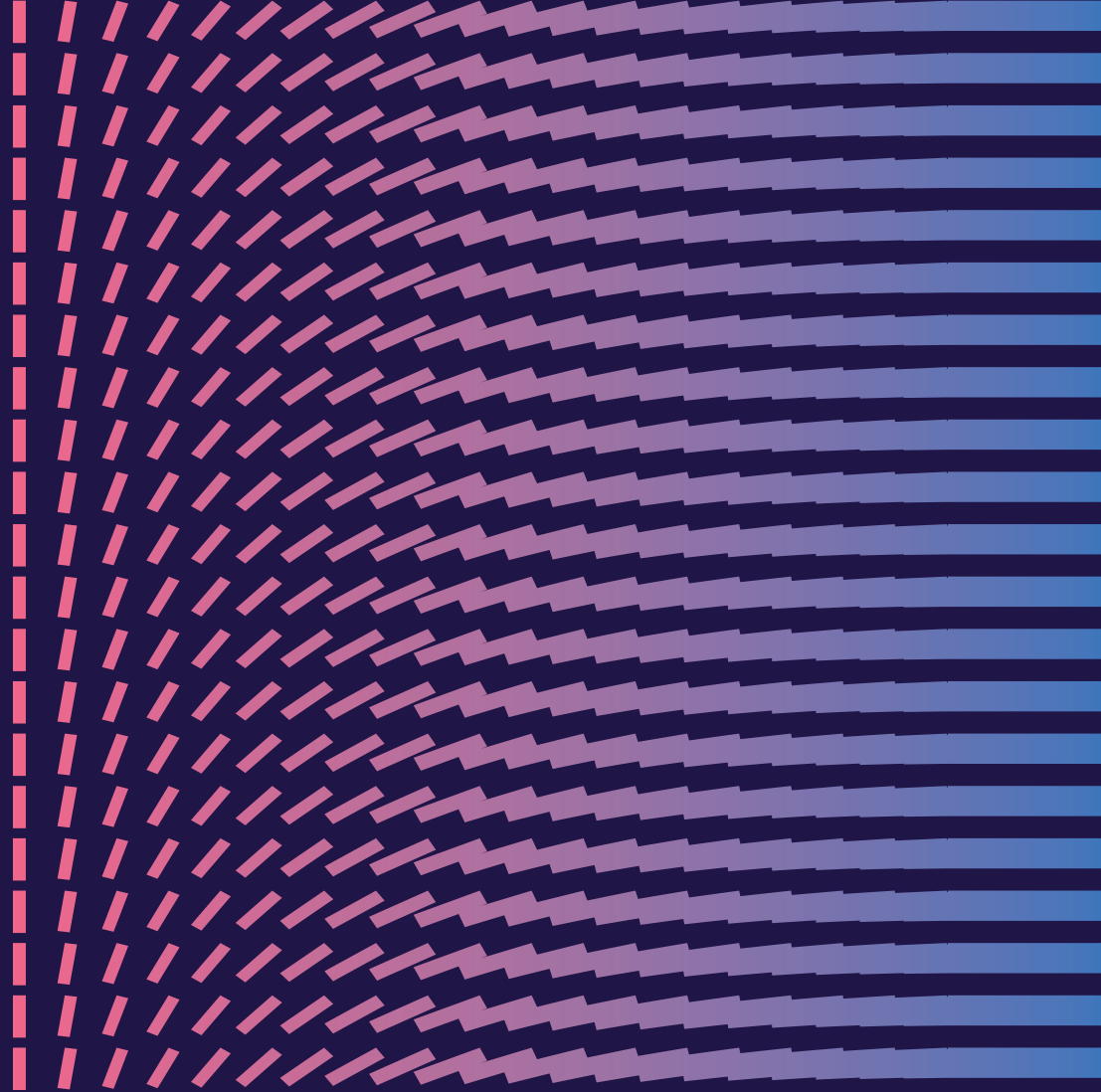
Rapid Assessment and Response

Access near real-time waveforms, alarm strips and vitals for complete context of your patient's condition.

Hillrom™

Intervene Using Complete Context

- Displays data in a patient centric view on your smartphone, tablet or PC

- Mimics the primary multi-parameter beside monitor

- Provides near-real time and trends for patient monitoring data

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REPORTING & ANALYTICS

Hillrom™

Dig Deep into Your Data to Generate Value

Provide powerful business intelligence tools that give your leaders the data they need to monitor clinical operations and optimize care delivery. With dynamic reporting and analytics, administrators can set performance baselines, establish goals for improvement and address breakdowns quickly.

NURSE CALL — Combine nurse call, bed and locating data in a single application.

MOBILE — Monitor adoption and usage, alerting data, and staff responsiveness.

ALERTS & ALARMS — Use a data-driven approach for deep clinical alarm analysis.

Hillrom™

Monitor Workflows and Manage Care Teams

High-performing care teams need clear, meaningful answers that promote quick changes and proactive care.

- Reduce call volume, response times and alarm fatigue

- Inform safety huddles

- Address breakdowns in care delivery

- Manage staffing and identify training opportunities
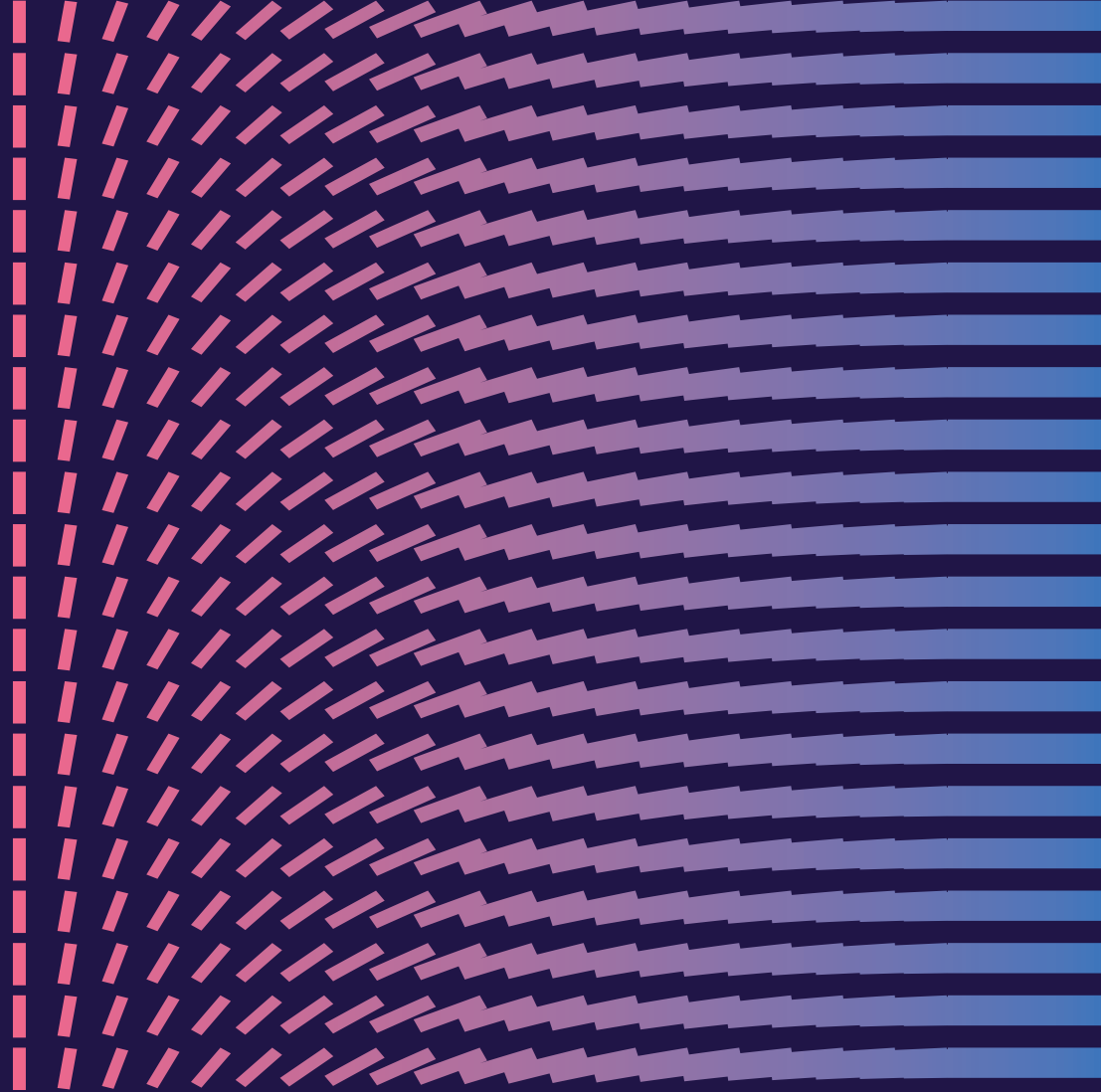
- Understand technology adoption

Hillrom™

Maximize Your Technology Investment

Built-in reports and custom reporting capabilities aggregate data across your enterprise for system-wide analysis.

SYSTEM INTEGRATIONS

Hillrom™

When Systems Work Together, Everyone Benefits

Simplify and automate the flow of information to improve efficiency, mitigate the risk of adverse events, and move care delivery beyond quick response to proactive care that anticipates patient needs.

Hillrom™

Bridge the Gap Between Technology and Care

Depend on industry standards to integrate with existing hospital systems and extend your clinical support capabilities.

INTEGRATION GATEWAY

Put more information in caregivers' hands with multiple data and alarm sources.

APIs AND SDKs

Standards-based integrations promote interoperability and pave the way for future functionality.

Hillrom™

CLINICAL DESIGN, IMPLEMENTATION & SUPPORT SERVICES

Hillrom™

Comprehensive Services from a Partner You Can Trust

Our dedicated Services team features in-person and online training, plus onsite and remote installation and maintenance.

We add dependability to your demanding hospital environment through a proven process that helps you maximize your investment for the life of your systems.
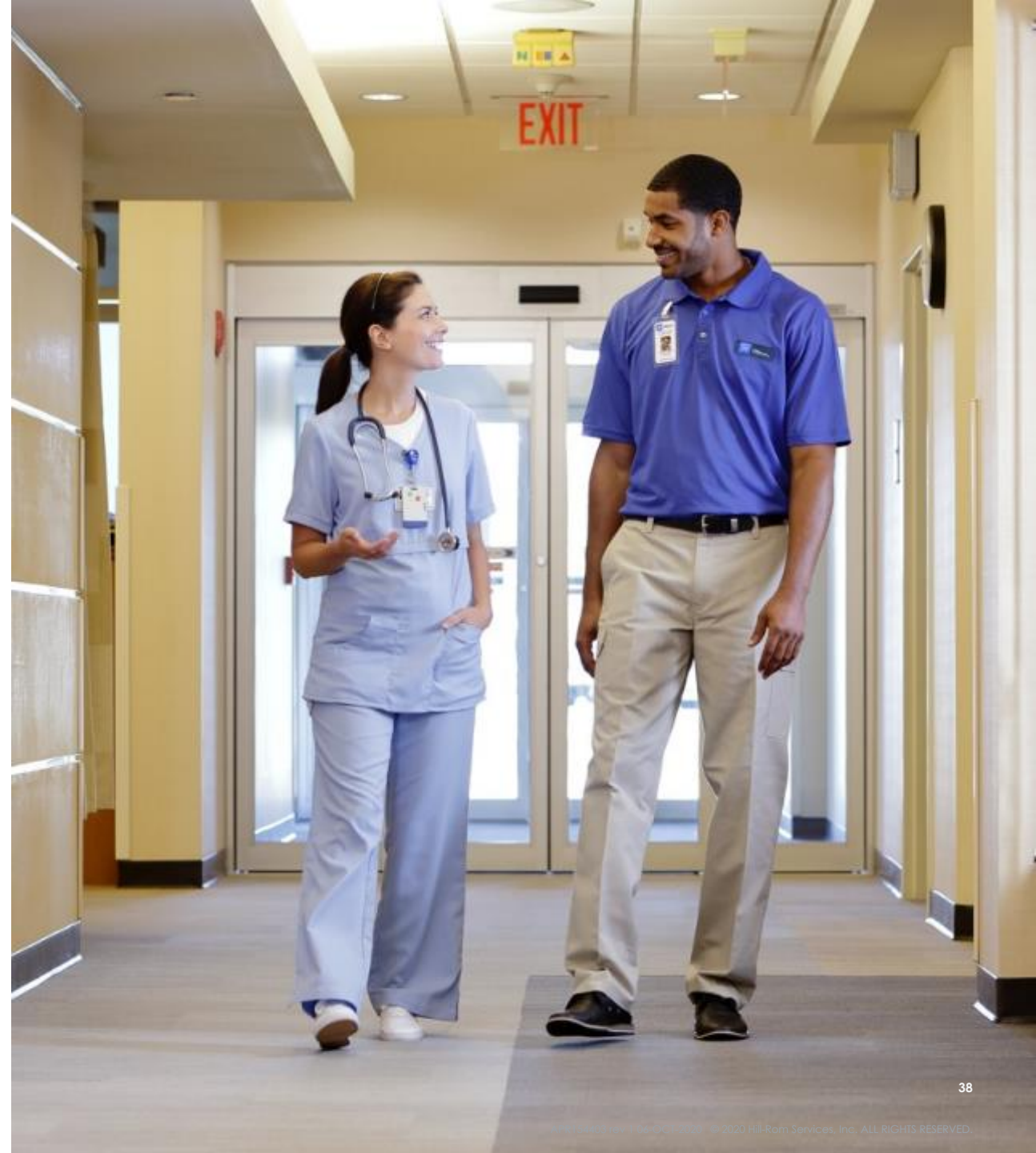
Hillrom™

Cut Through Clinical Complexity

Our clinical experts collaborate with your nursing leaders to create seamless connections between caregivers, patients and technologies.

With support every step of the way, we help design system workflow, participate in change management and clinical assessments, and measure outcomes.

Hands-on training helps your caregivers get the most value from your solutions.

Hillrom™

Simplify Solution Design and Management

Our technicians are experienced with healthcare communications systems and can help you design a solution that optimizes architecture, tightens security and meets the unique needs of your health system.

The knowledge we've gained through thousands of implementations will guide you through deployment and ongoing maintenance.

Hillrom™

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NURSE CALL

PATIENT ENGAGEMENT*
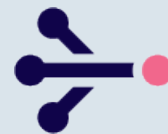
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THANK YOU

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ABOUT HILLROM

Hillrom is a global medical technology leader whose 10,000 employees have a single purpose: enhancing outcomes for patients and their caregivers by advancing connected care. Around the world, our innovations touch over 7 million patients each day. They help enable earlier diagnosis and treatment, optimize surgical efficiency and accelerate patient recovery while simplifying clinical communication and shifting care closer to home. We make these outcomes possible through connected smart beds, patient lifts, patient assessment and monitoring technologies, caregiver collaboration tools, respiratory care devices, advanced operating room equipment and more, delivering actionable, real-time insights at the point of care.

For more information, please contact your local distributor or Hillrom sales representative at 1-800-445-3730.

hillrom.com

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