



OCTOBER 2020

VOALTE® MOBILE SOLUTION

**A Vital Lifeline Between
Patients and Caregivers**



Hillrom™

RISKS OF INEFFICIENT COMMUNICATION

Patient Safety

348+

Deaths per year due to communication problems.¹

Patient Experience

30%

Malpractice complaints involve communication failure.¹

Medical Errors

80%

Medical errors are from constant interruptions.²

PROCESS INEFFICIENCY

\$1.7B

Hospital costs due to inefficient communication.¹

1. CRICO Strategies, 2016
2. Flynn, 1999



Transition from Volume-based to Value-Based Care



Improve Patient Safety

- Eliminate interruptions that lead to med admin errors
- Speed response time to nurse calls
- Allow for more time at the bedside



Create More Efficient Clinical Workflows

- Reduce unactionable alarms.
- Find other clinicians by name, role, rooms or patients
- View on-call schedules



Avoid Carrying Multiple Devices

- Combine voice, alarms and text on one device
- Integrate the EHR, nurse call and patient monitoring with mobile communication
- Reduce reliance on pagers

WHY VOALTE® MOBILE APP

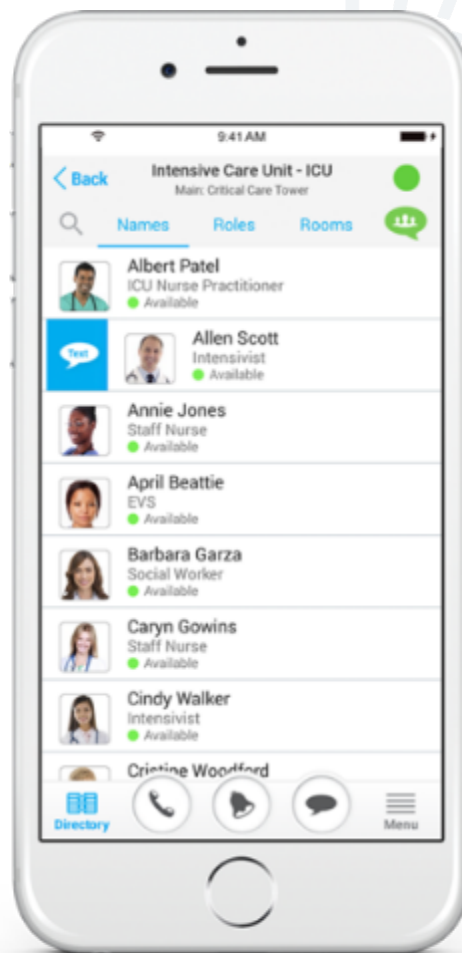
UNIQUELY QUALIFIED TO DELIVER RESULTS

- Proven software backed by 10 years of development
- Scalable across the largest, most complex health systems
- Professional services that ensure success from deployment to training to ongoing support
- Integrations with all major EHRs, monitoring and nurse call systems





4 of 10 Best Hospitals Use Voalte



230+

Hospitals using Voalte Mobile solutions

84,000+

Smartphones deployed in hospitals

220,000+

End users inside and outside hospitals

OUR CUSTOMERS

LARGE HEALTH SYSTEMS



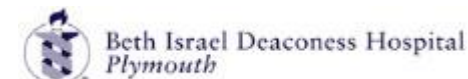
ACADEMIC & RESEARCH CENTERS



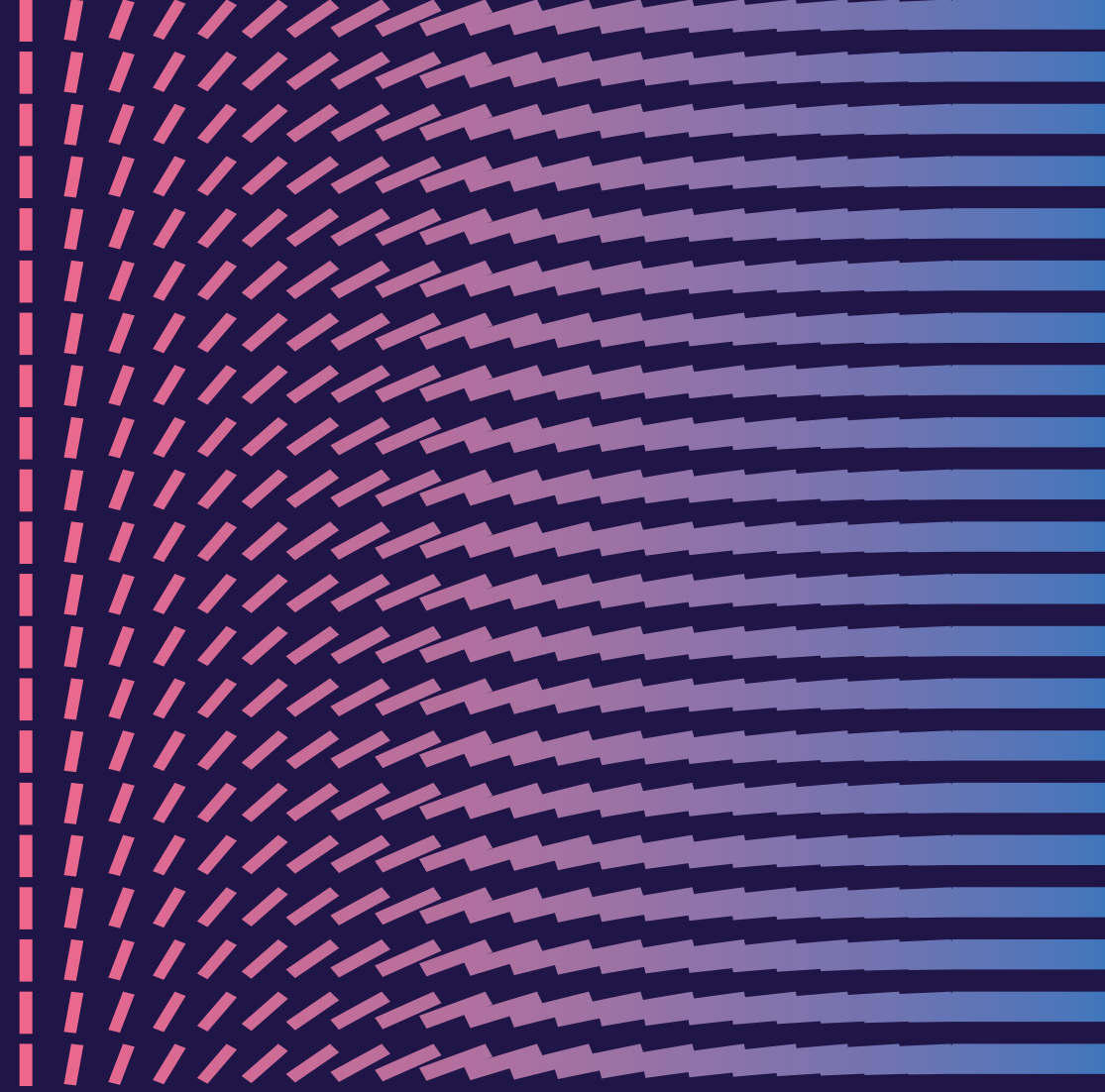
CHILDREN'S HOSPITALS



REGIONAL HOSPITALS



A POWERFUL COMMUNICATION PLATFORM

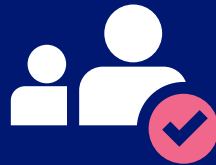


YOUR CLINICAL COMMUNICATION SOLUTION



COLLABORATION SOLUTIONS

- Voalte One™
- Voalte Me™
- Voalte Messenger™



MANAGEMENT SOLUTIONS

- Voalte® Mobile Admin
- Voalte MDM™



ANALYTICS SOLUTIONS

- Voalte Insight™
- Voalte Reporting



INTEGRATION SOLUTIONS

- Alert Integration Gateway
- API & SDK

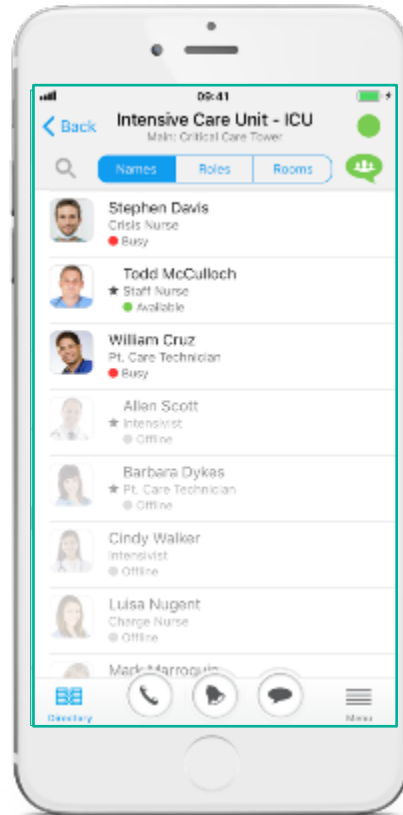
A UNIVERSAL DIRECTORY

Built for the way caregivers communicate, starting with a dynamic directory that reflects on-the-fly changes.

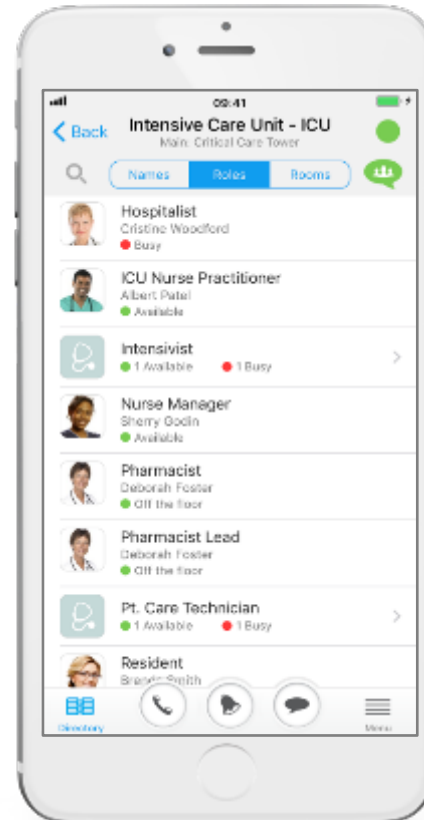
- Availability
- Patients
- Network activity
- On-call schedule
- Roles
- Units
- Teams
- Rooms



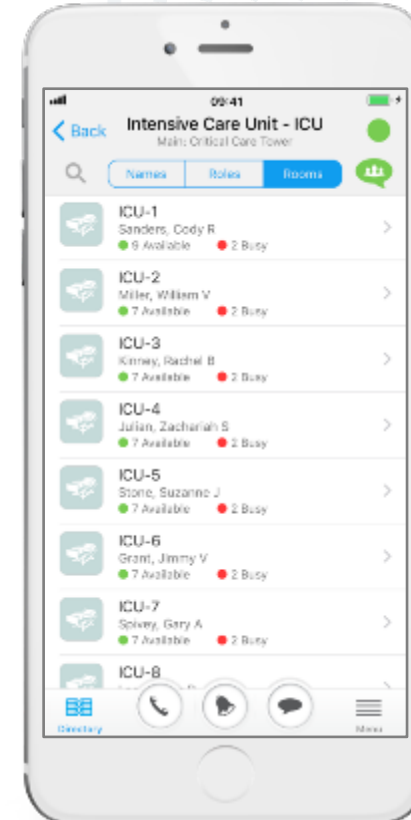
WITH MULTIPLE VIEWS, PROVIDERS CAN QUICKLY AND EFFICIENTLY LOCATE THE APPROPRIATE PERSON.



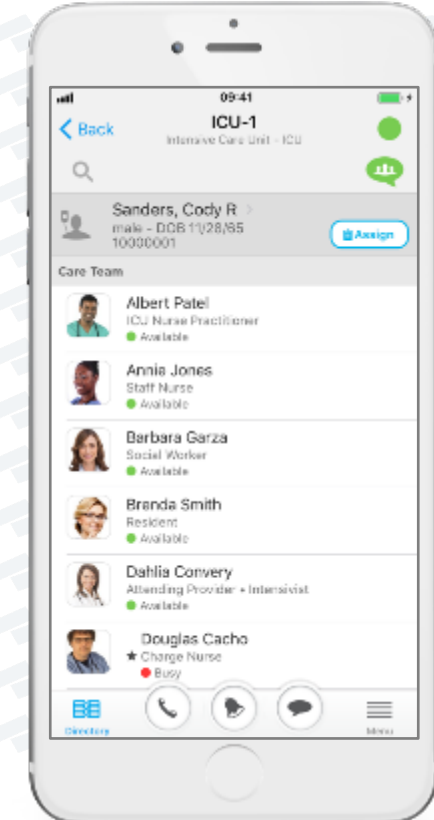
VIEW BY NAMES



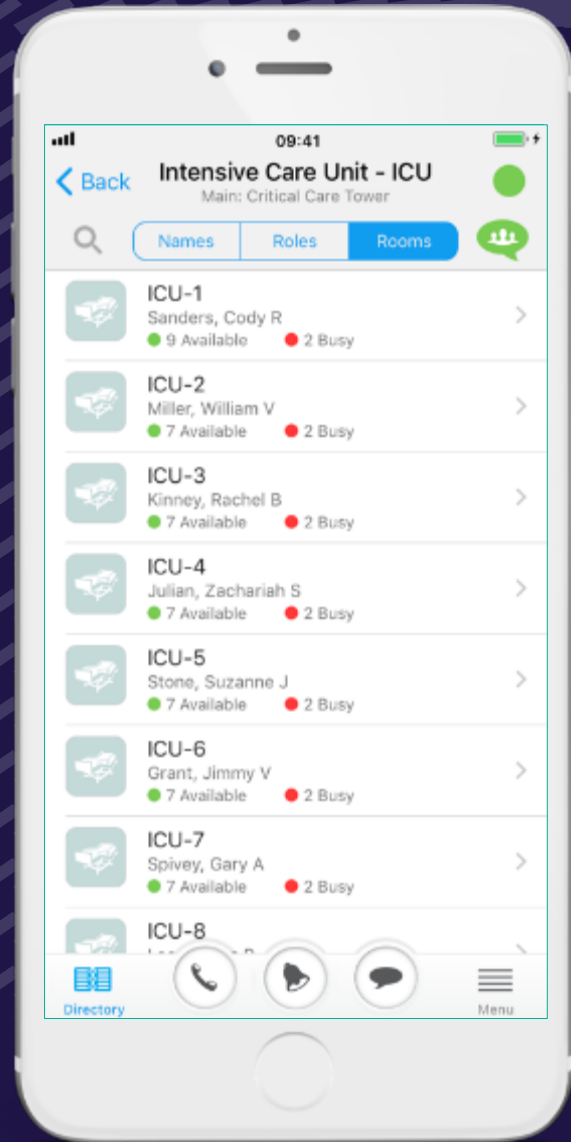
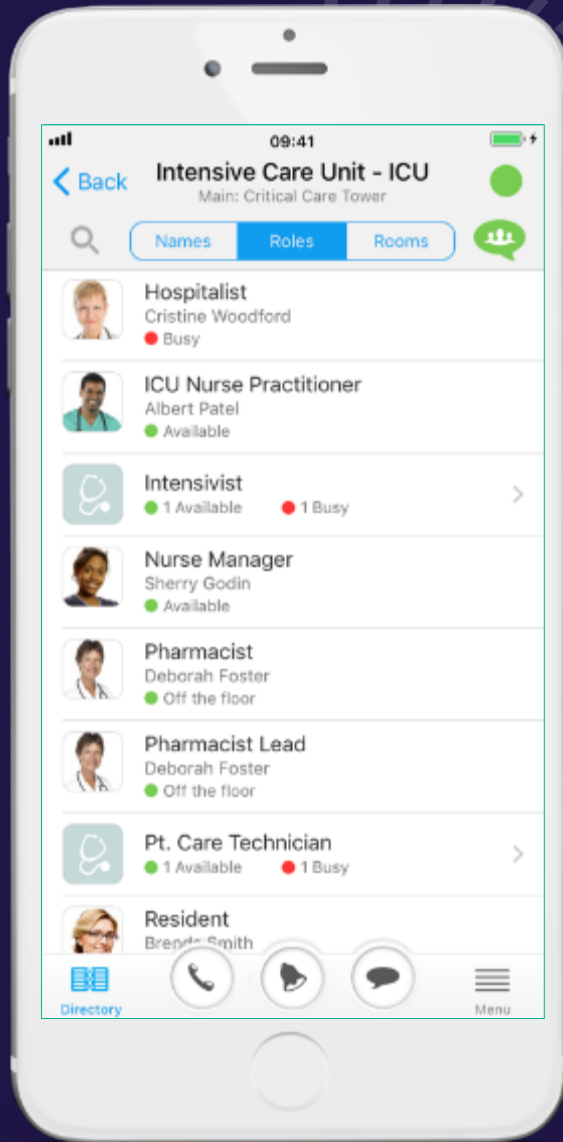
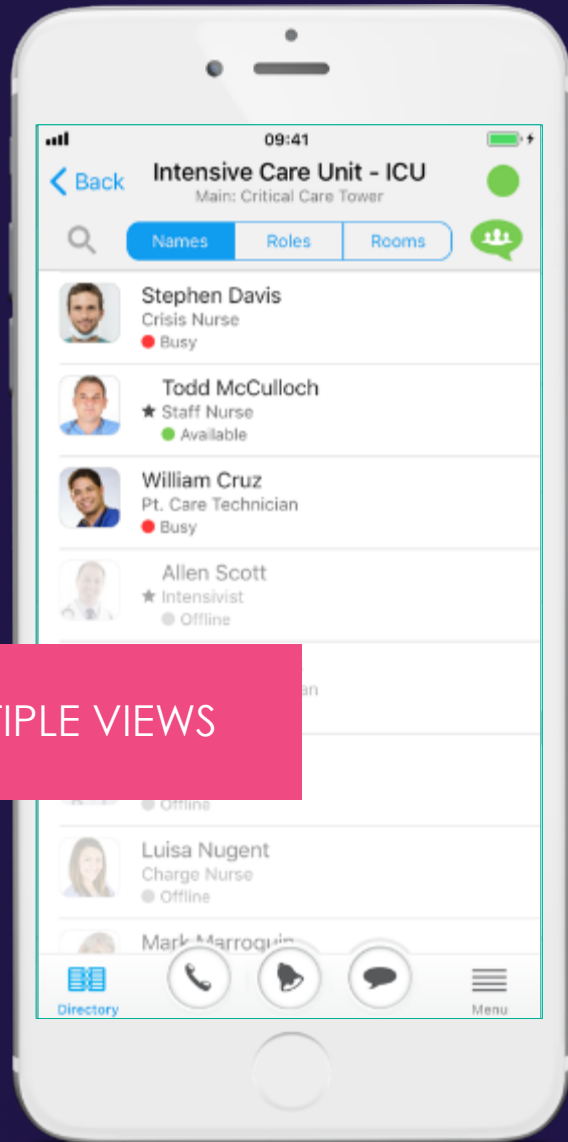
VIEW BY ROLES




VIEW BY ROOM
OR PATIENT

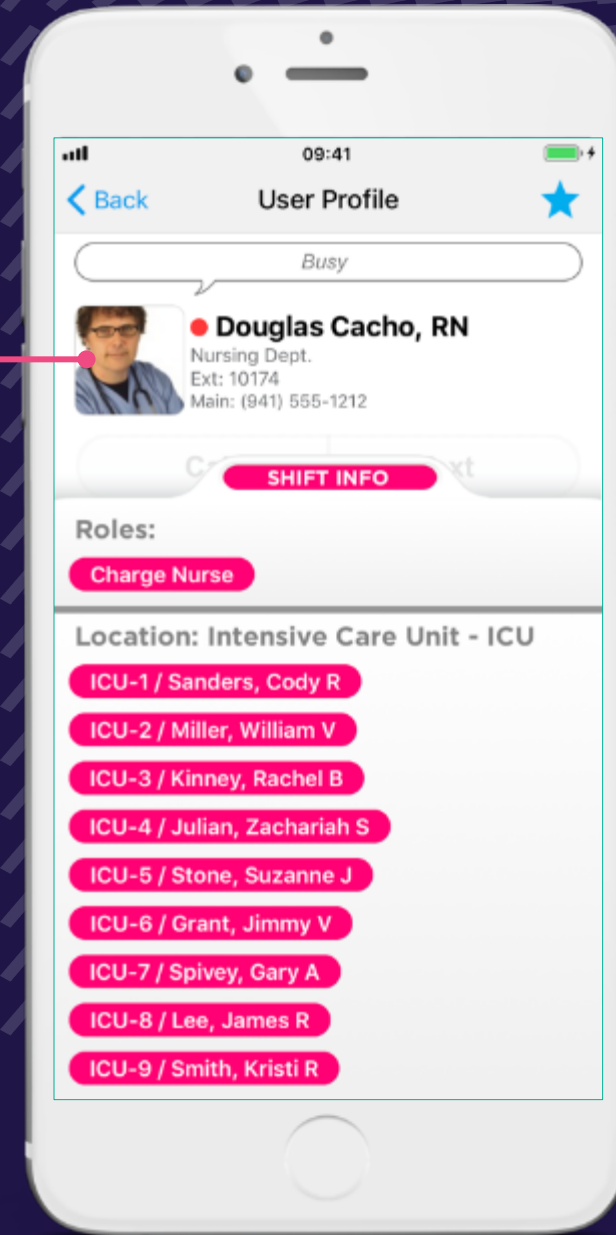
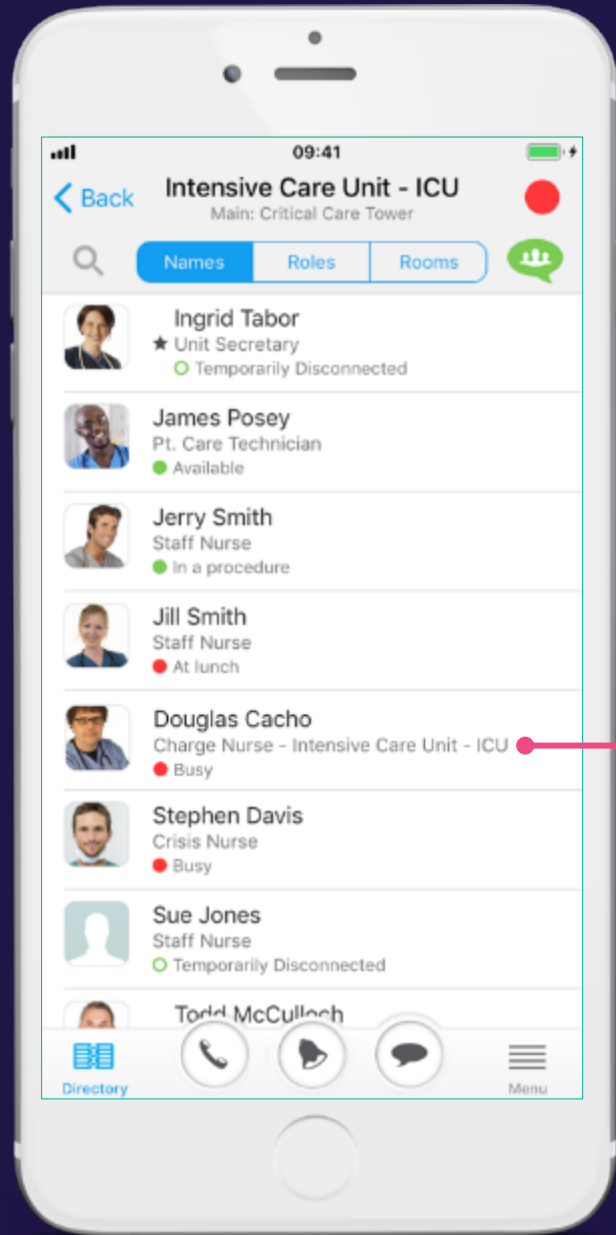


VIEW BY CARE TEAM

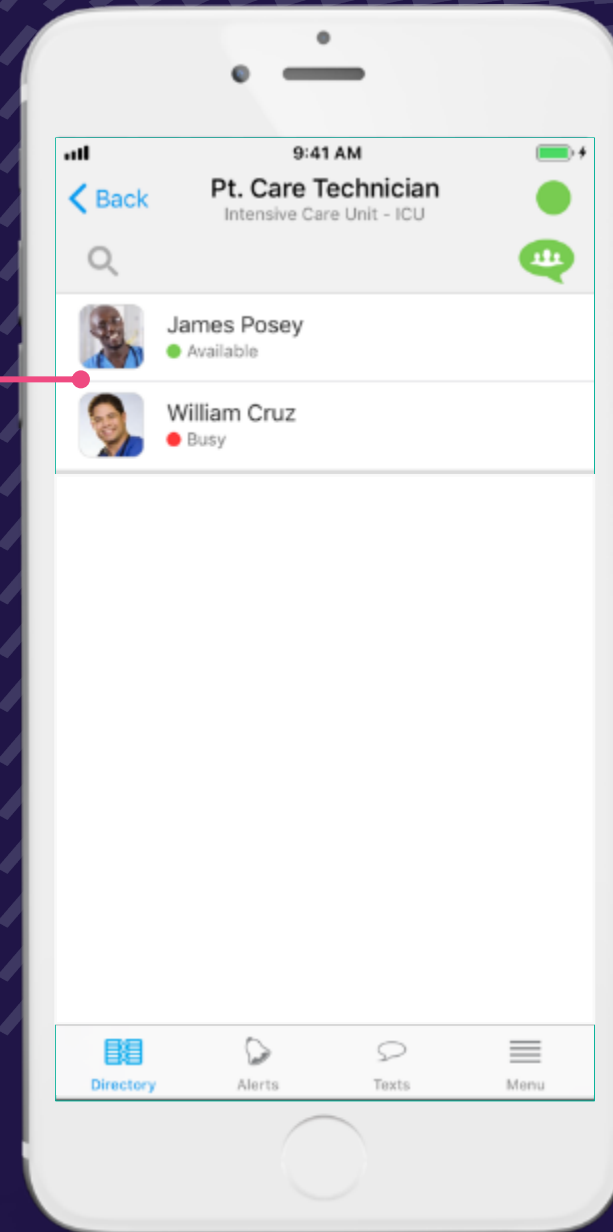
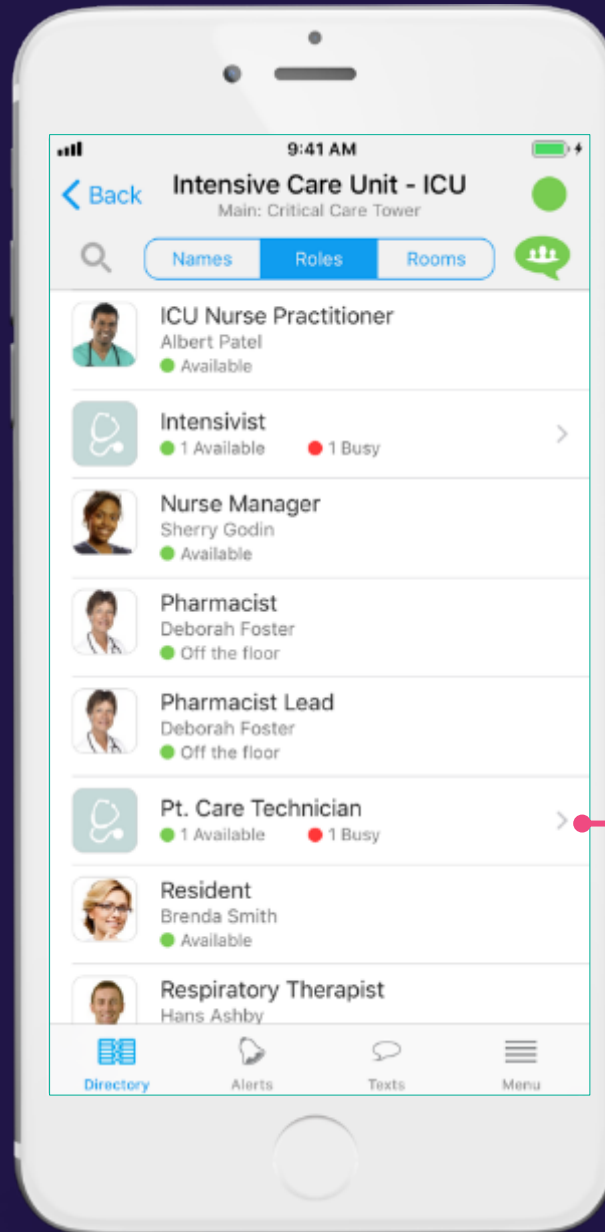


 MULTIPLE VIEWS

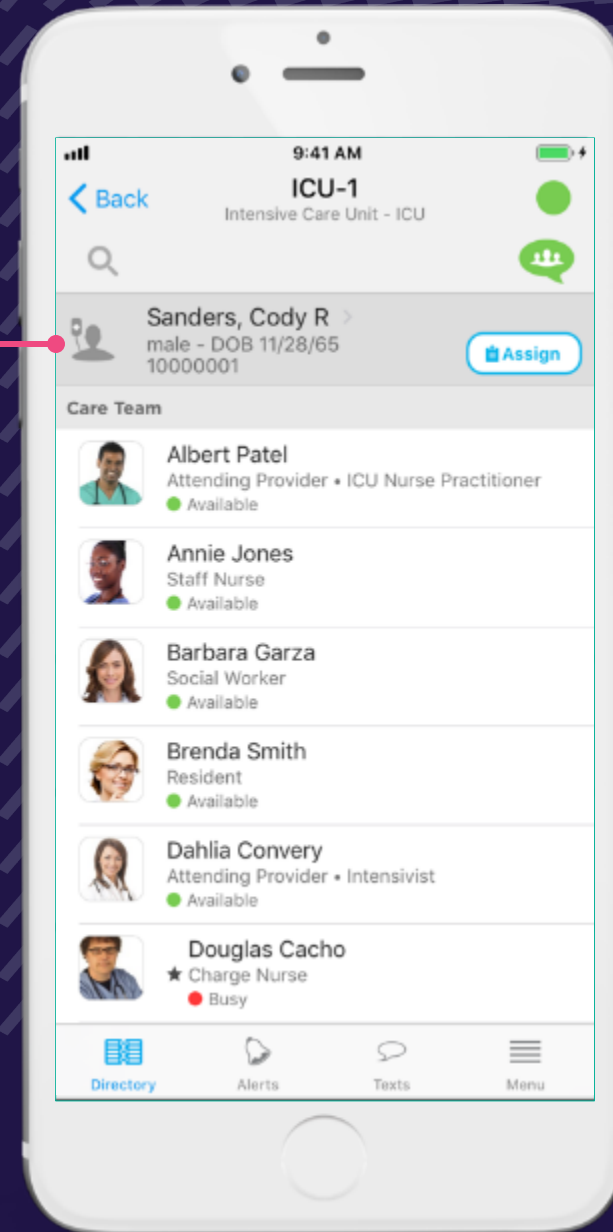
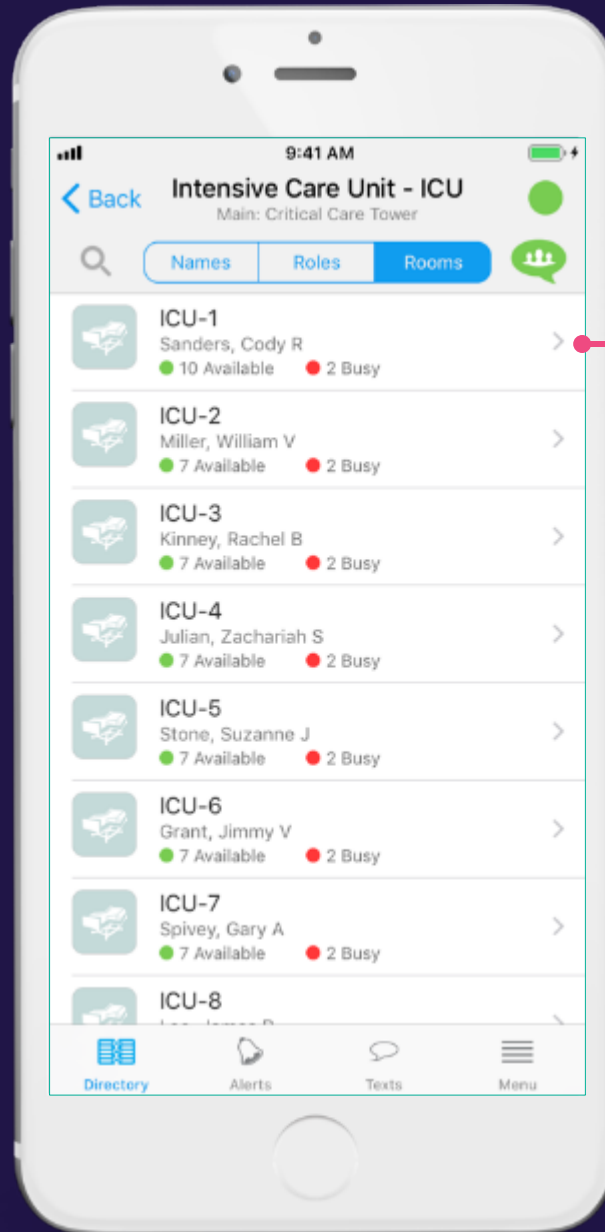
VIEW BY NAMES



VIEW BY ROLES



VIEW BY ROOM



SIMPLIFY LANDLINE-TO-MOBILE CALLING

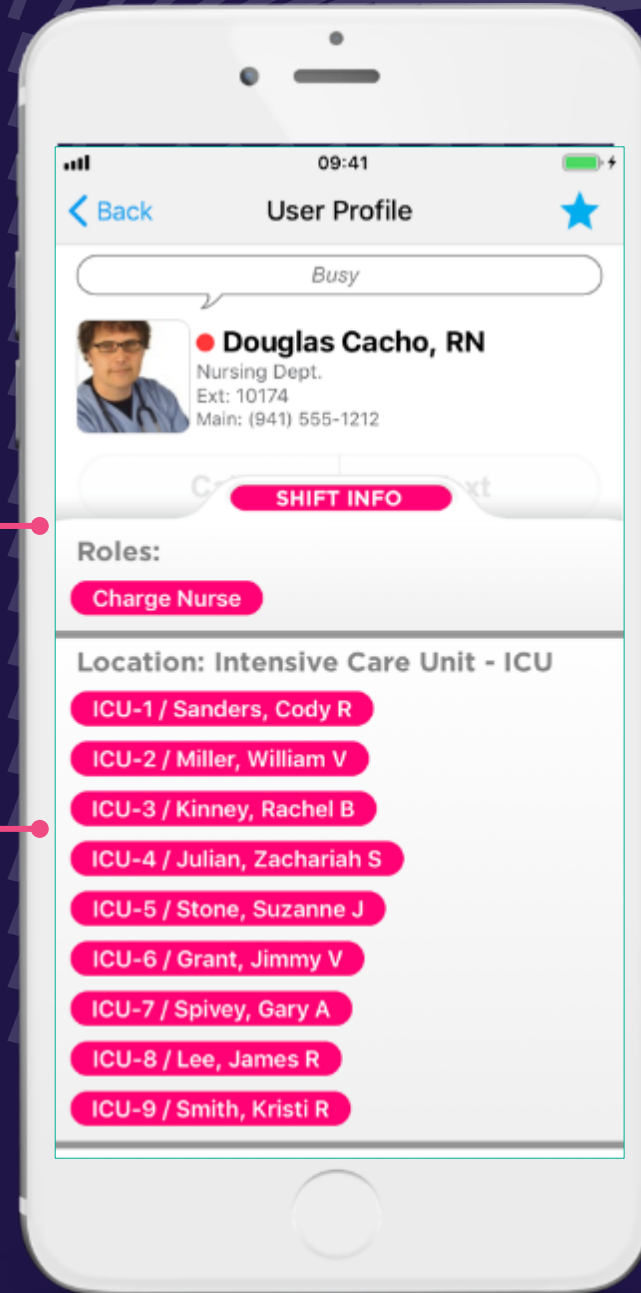
Call by Name



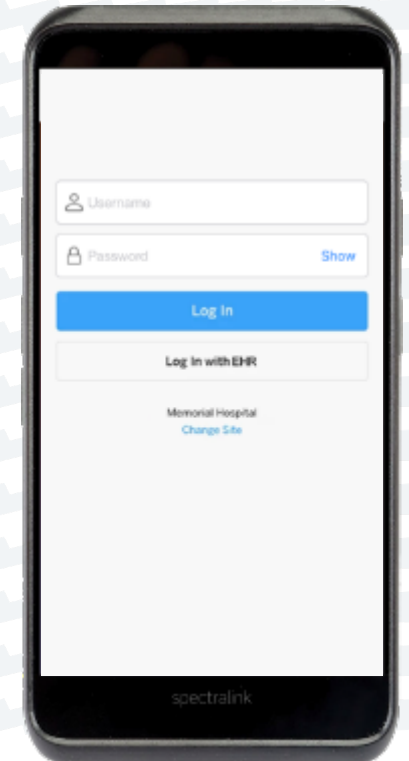
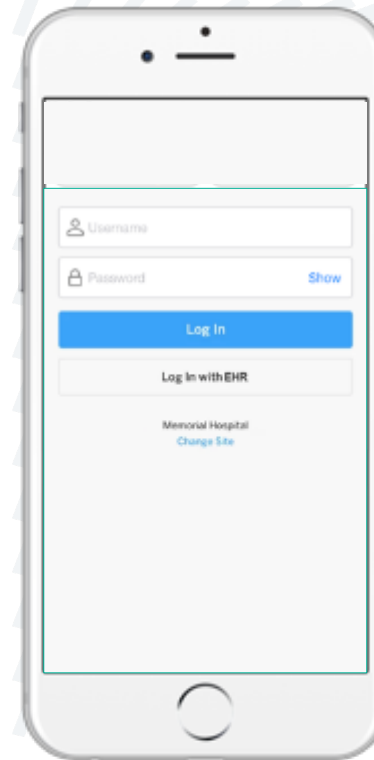
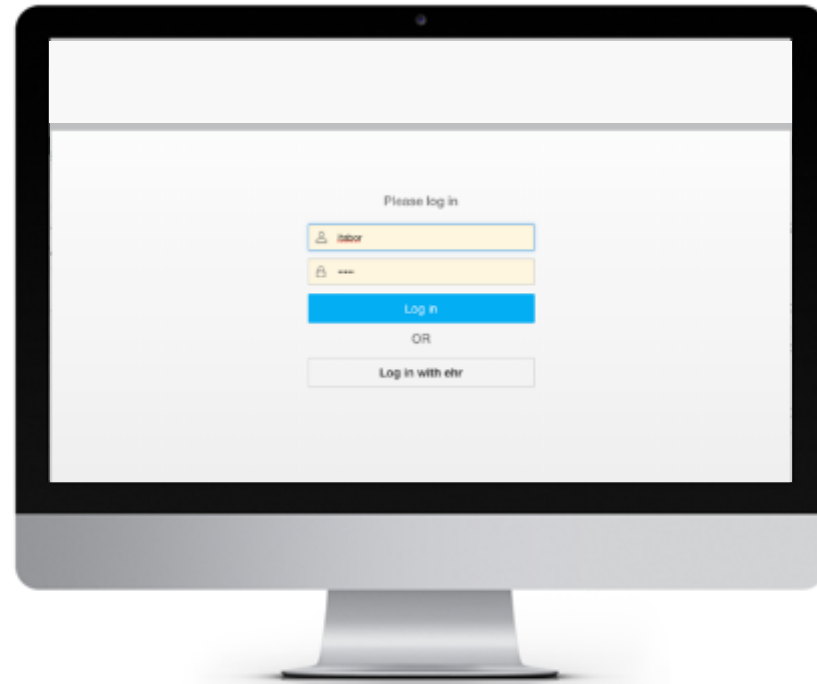
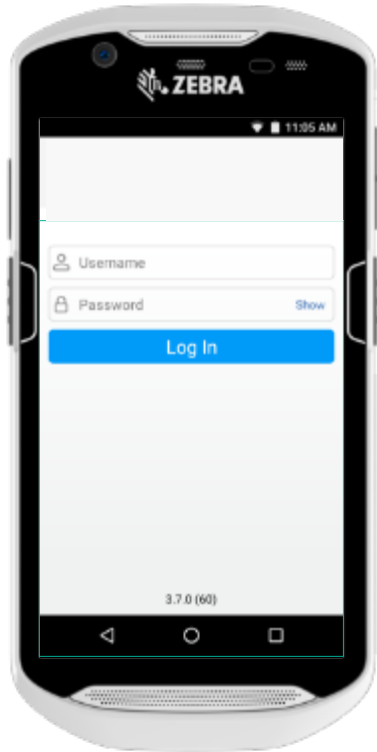
Douglas Cacho, RN
 Nursing Dept.
 Ext: 10174
 Main: (941) 555-1212

Call by Extension

Ext. 10174

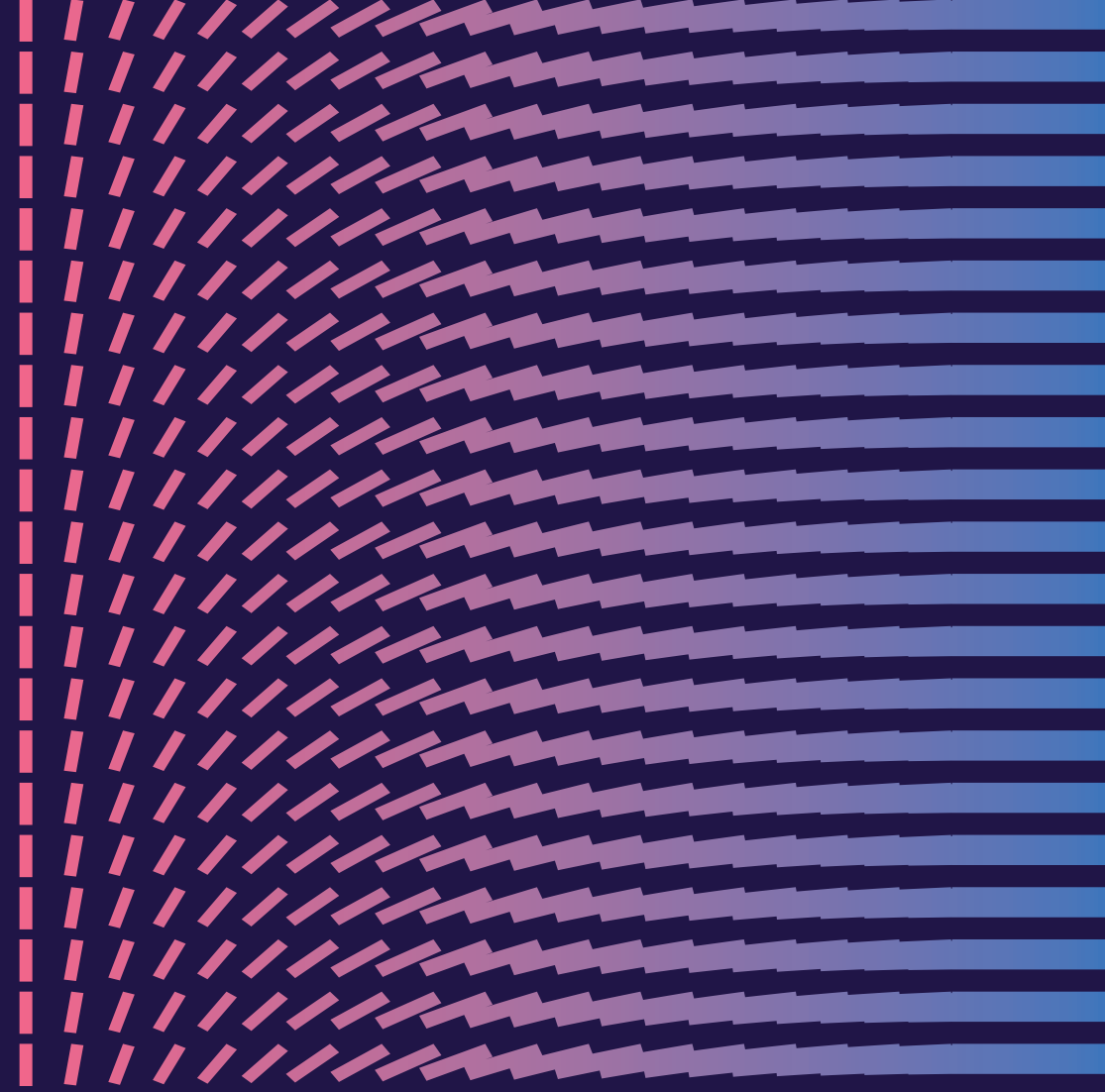


WE HAVE YOUR SOLUTION



SUPPORT FOR IOS, ANDROID AND DESKTOP USERS FOR ENTERPRISE-WIDE BENEFITS.

PHYSICIANS



SO MANY DISTRACTIONS

- What is the status of my patient?
- Where are my lab results?
- Who is on call after me?
- How do others contact me on my terms?
- Where is my patient?
- How do I contact my care team?
- Which nurse is caring for my patient?
- Who is the on-call specialist?



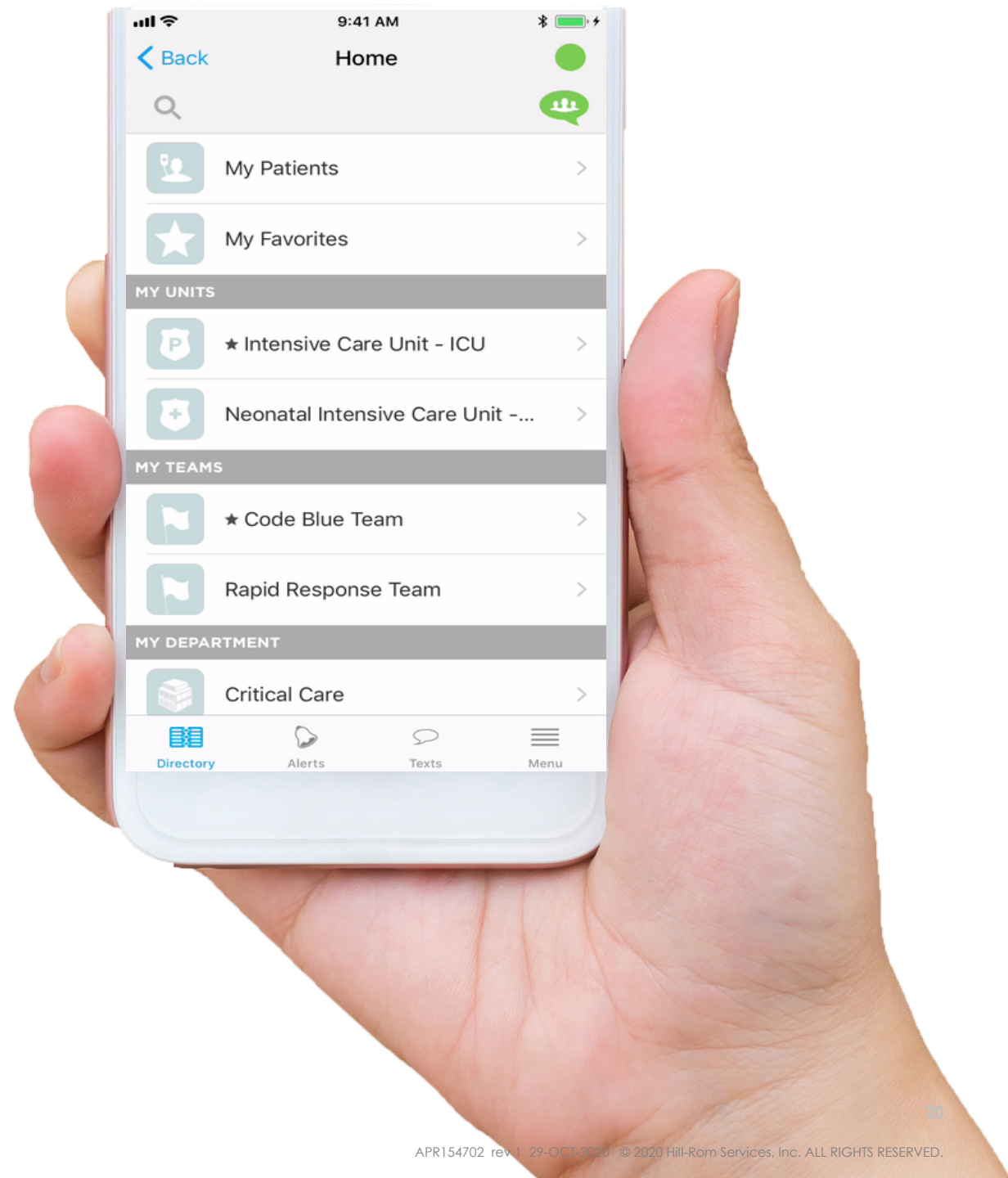
VOALTE ME KEEPS THE FOCUS ON PATIENTS

- Live patient updates
- Care team communication
- Manage alarms and alerts
- Set personal availability
- On-call notifications
- Nurse assignments



PHYSICIAN BENEFITS

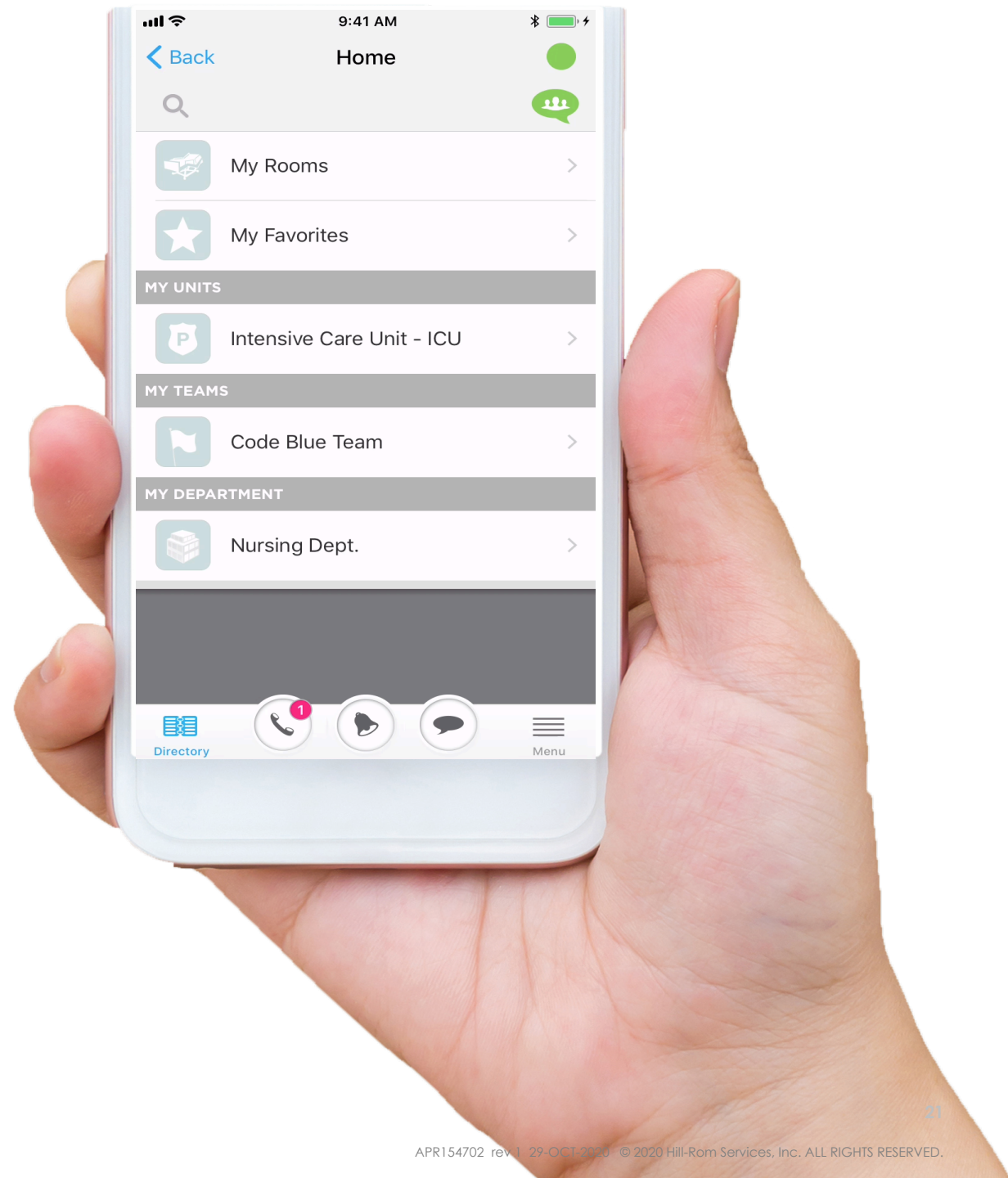
- Communicate directly with the care team.
- View the on-call schedule and upcoming schedules.
- Receive context-rich lab results, code alerts and pages.
- Customize how others contact you.
- Download the app and start using it quickly and easily.
- Consolidate incoming data.



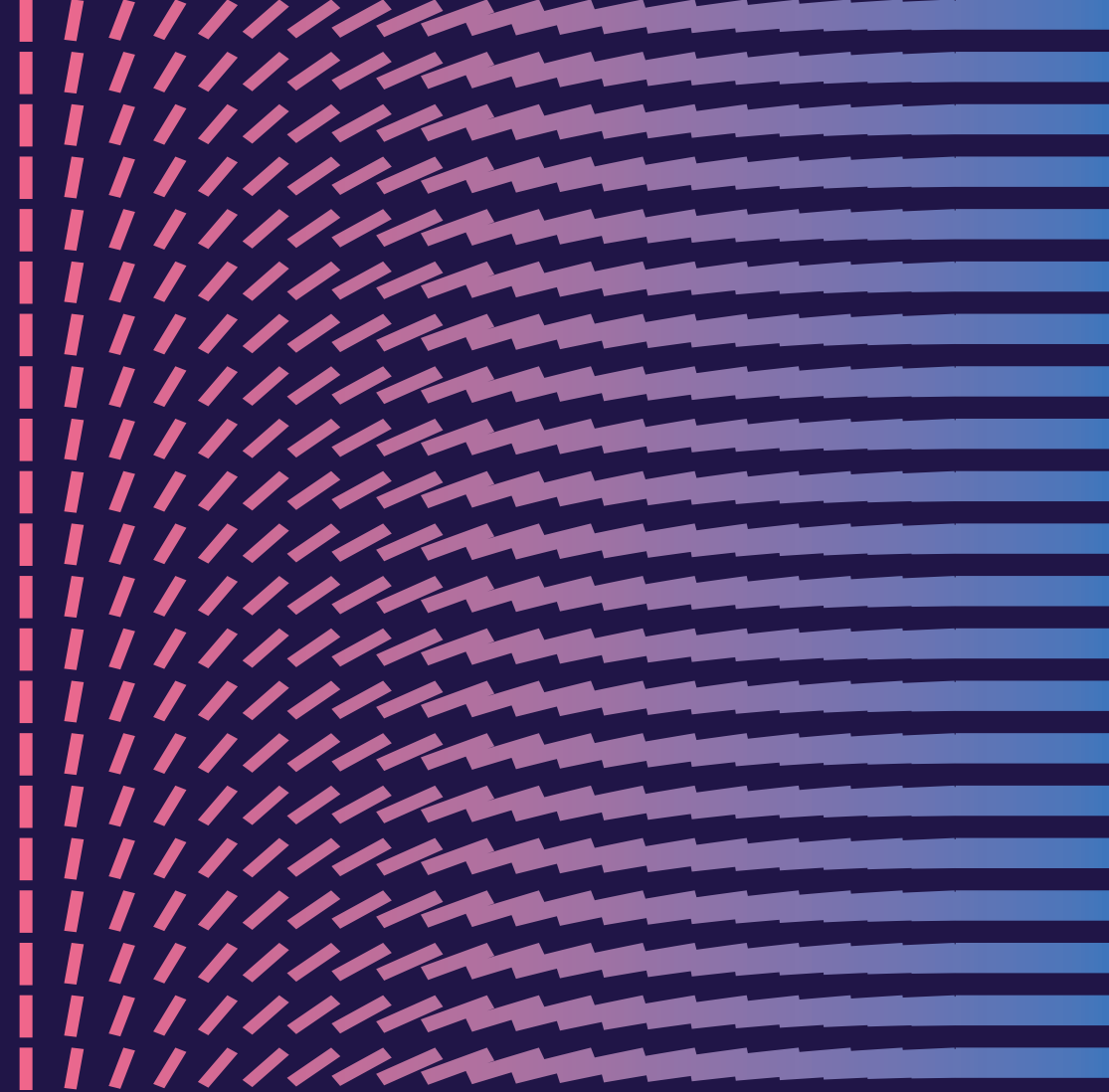
VIEW ON-CALL SCHEDULES

Voalte integrates with leading scheduling solutions from within Voalte mobile and desktop applications so you can:

- Call or text
- Call pager
- View schedules



VOALTE AND EPIC INTEGRATION



ENABLE THE FULL POWER OF SMARTPHONES

An all-in-one device.



VOICE

Wi-Fi enabled VoIP



ALARMS

Critical alert notifications



TEXT

HIPAA-compliant messaging



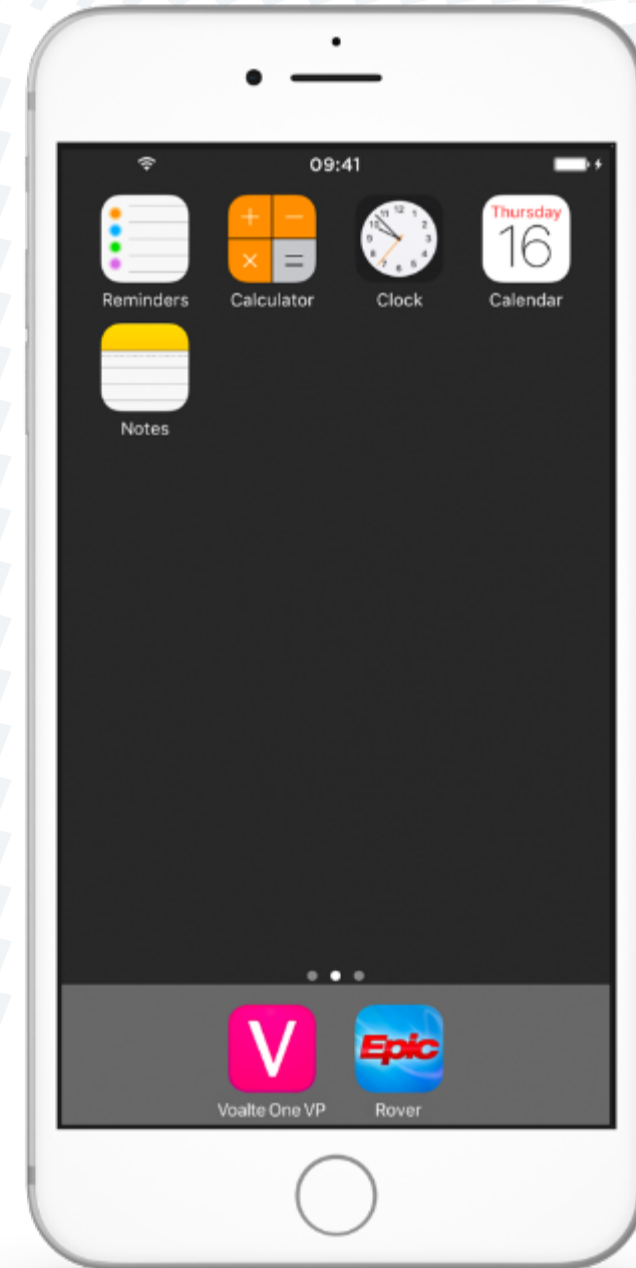
EMR BARCODE SCANNING

Epic, Haiku and Rover



MEDICAL APPLICATIONS

Reference apps and tools



BENEFITS OF COLLABORATION

When your communication platform integrates with your EMR, care teams benefit from closer collaboration.

Voalte

- ✓ Streamlined clinical workflows
- ✓ Patient-centric communication
- ✓ HIPAA-compliant text messaging
- ✓ Manage alarms and alerts
- ✓ Wi-Fi and cellular voice connections

Epic

- ✓ Data collection
- ✓ Patient charting and legal record
- ✓ Data sharing with care team
- ✓ Evidence-based tools
- ✓ Billing and insurance

HOW VOALTE PLATFORM INTEGRATES WITH EPIC

Epic

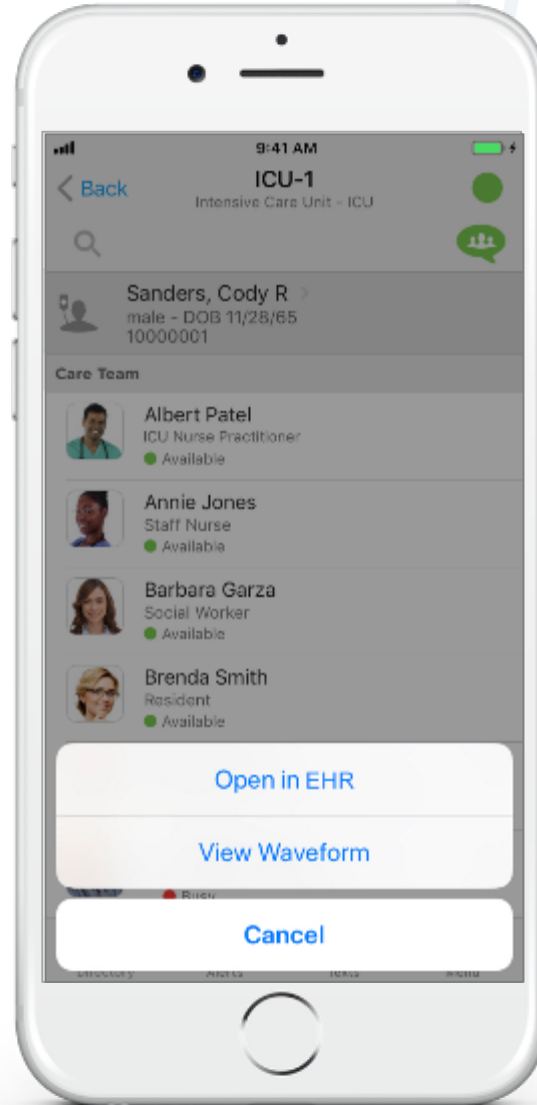
- ✓ ADT patient information
- ✓ Critical lab results
- ✓ Transport requests
- ✓ Bed requests
- ✓ MEWS / Sepsis alert notifications
- ✓ EKG orders
- ✓ STAT blood draw orders
- ✓ Dietary assessment
- ✓ Connect Rover to Voalte One
- ✓ Connect Haiku to Voalte Me



Note: Alert notifications require middleware.

A HISTORY OF COLLABORATION

- Integrating since 2011.
- Voalte integration with Epic enables a patient-centric Directory.
- Deployments of Voalte Platform and Epic Rover and Haiku.



60%

Voalte customers with Epic EHR

5,600+

Smartphones deployed with Epic Rover and Voalte Platform

16,000+

Caregivers using Voalte Platform with Epic Rover integration



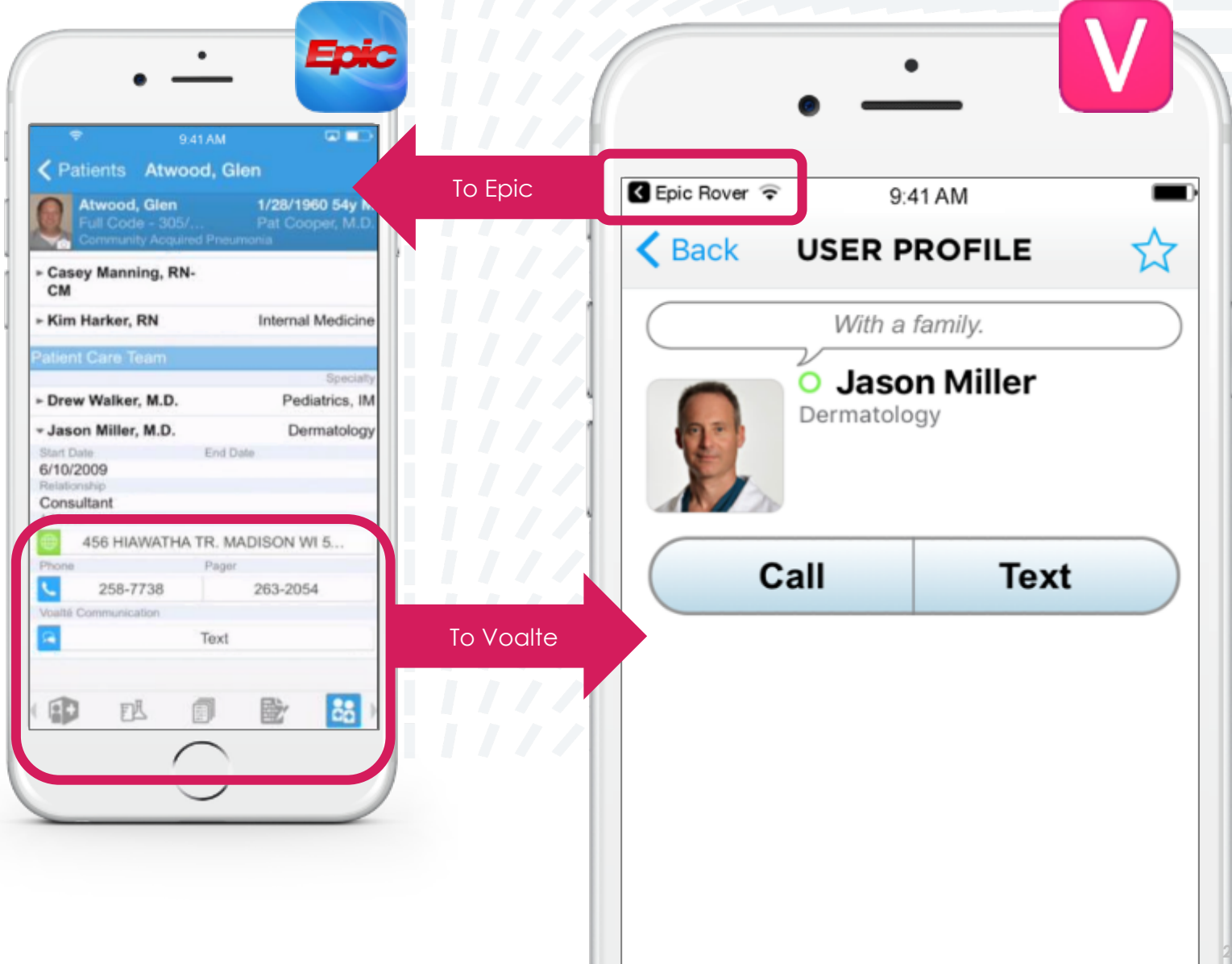
“The elegance and simplicity of Apple iOS devices combined with both Voalte and Epic software for communications and patient care create a wonderful opportunity to save nurses significant time and empower them to quickly communicate in the context of a patient, directly from the chart. We were very excited to work with industry leaders like Cedars and Voalte to provide an open integration improving communication, collaboration and ultimately the care of patients.”

Carl Dvorak

*President, Epic Systems Corporation
November 20, 2013*

DIRECT ACCESS

Launch Voalte One from Epic Rover or Voalte Me from Epic Haiku.





U.S. News & World Report
Top 5 Hospitals

Customer since 2013

2,650 smartphones
deployed

“UCSF is always looking for new ways to use the latest technology to improve our clinical workflow and the patient experience. Integrating voice, text, and alarm and alert notifications on smartphones empowers our care teams to collaborate efficiently, respond to patients quickly and promote a quiet healing environment.”

Joe Bengfort
Chief Information Officer

ENABLE THE FULL POWER OF SMARTPHONES

An all-in-one device.



VOICE

Wi-Fi enabled VoIP



ALARMS

Critical alert notifications



TEXT

HIPAA-compliant messaging



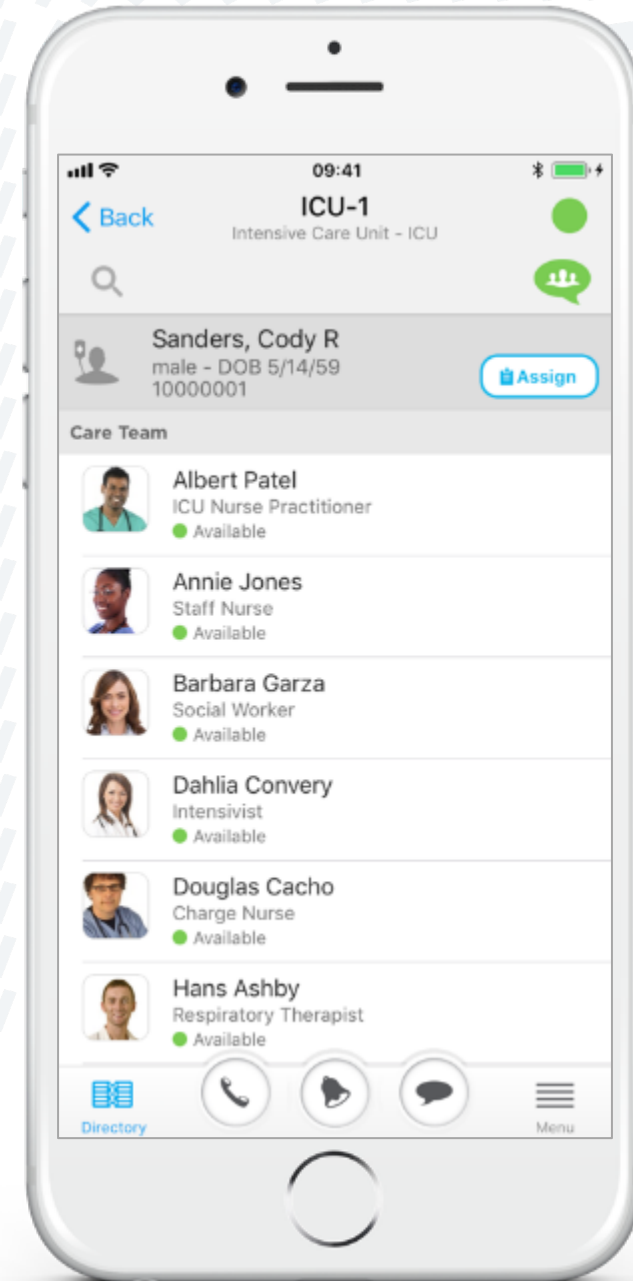
EMR BARCODE SCANNING

Epic, Haiku and Rover

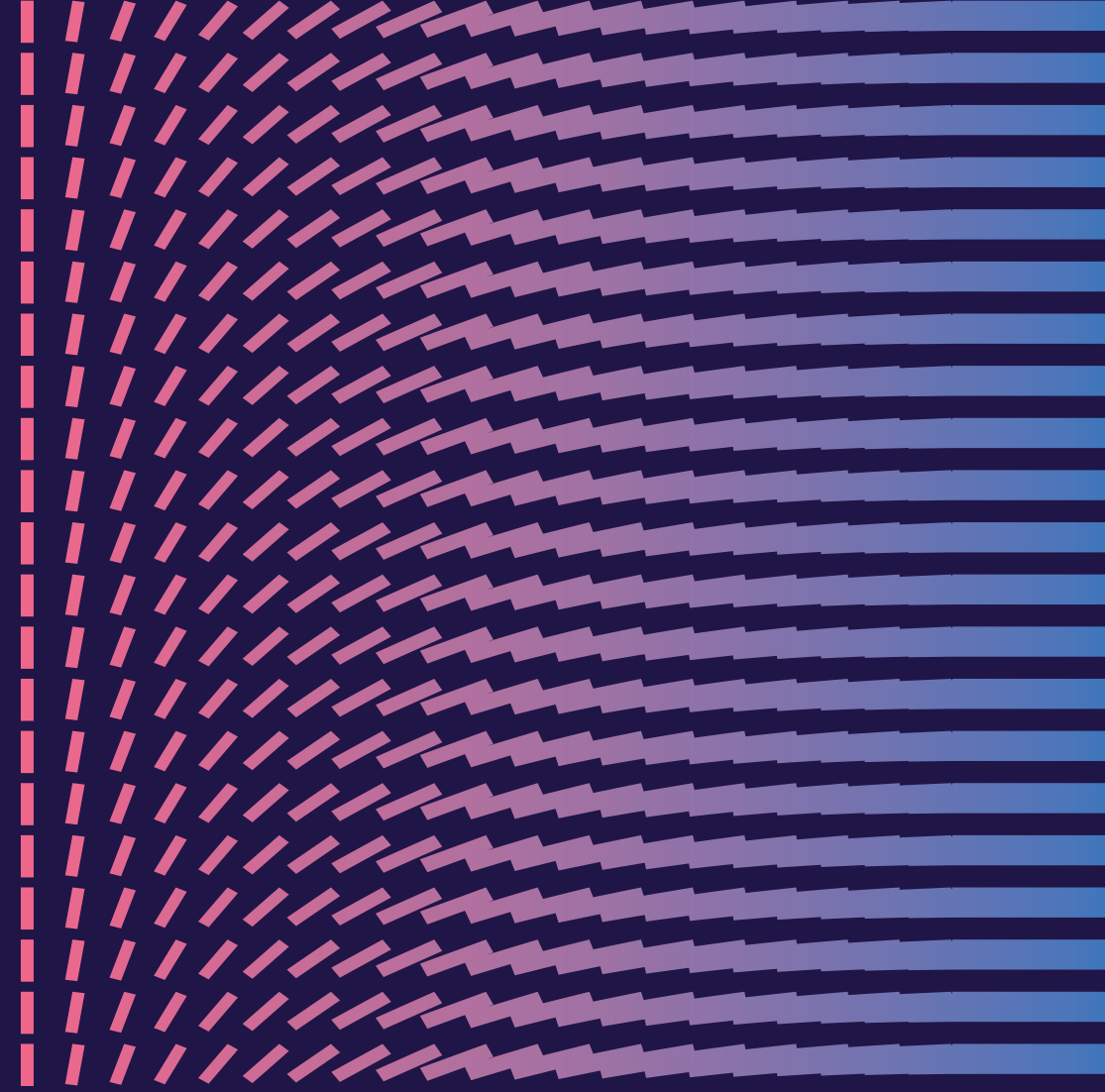


MEDICAL APPLICATIONS

Reference apps and tools



CLINICAL WORKFLOW SOLUTIONS



CLINICAL WORKFLOW DESIGN

We work with hospital leadership, providers and vendor partners to ensure workflows are designed to drive efficiency, enhance patient care and deliver tangible outcomes.



Clinical Walkthrough

- Meet with unit managers and leaders
- Unit workflow observations
- Current state mapping
- Document code procedures
- Technology ecosystem inventory



Directory Design

- Meet with unit managers and leaders
- Future state mapping
- Directory structure design
- Interactive build of units, roles
- Unique workflow planning
- Configuration of clinical features



Alarm Design

- Future state mapping
- Alarm/alert priorities and ringtones
- Assignment process and escalation rules
- Collaboration across multiple vendors
- Functional and user acceptance testing
- Simulation exercises

WORKFLOW WORKAROUNDS

DANGER OF SILOS

Caregivers figure out workarounds to limitations in the current communication environment.

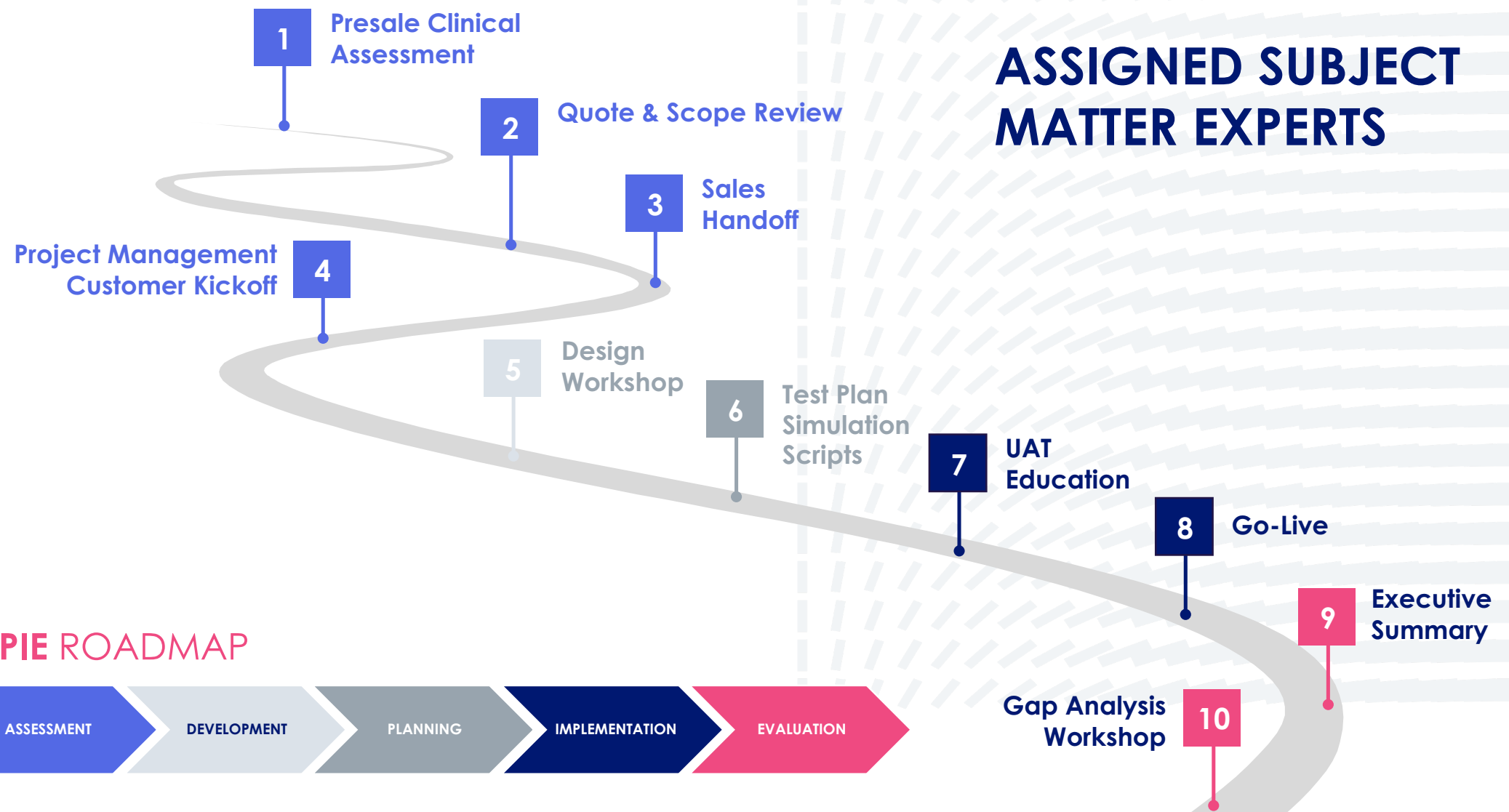
- Technology decisions are made in silos within departments.
- A single device solves a single workflow issue and becomes critical to carry.
- Numbers are hardened to the device and must be passed along.



CLINICAL WORKFLOW SOLUTIONS

	<h3>GENERAL MANAGER</h3> <ul style="list-style-type: none"> • Executive project leader • Helps manage all vendor relationships • Overall design of integrations • Clinical simulation sessions • Helps coordinate hospital stakeholders, departments and committees 	<h3>CLINICAL SOLUTIONS MANAGER</h3> <ul style="list-style-type: none"> • Clinical assessments and consultation • Overall design of clinical directory • Provides leading practices and industry expertise • Executive summary updates for leadership • Clinical training plans
	<h3>PROGRAM MANAGER</h3> <ul style="list-style-type: none"> • Manages program workbook • Coordinates vendor resources • Stakeholdometer, Vendometer • Go-live support • Project closure documentation 	<h3>CLINICAL SOLUTIONS CONSULTANT</h3> <ul style="list-style-type: none"> • Clinical consultation • Clinical design documentation • Clinical simulation sessions • Advanced clinical training • Go-live support

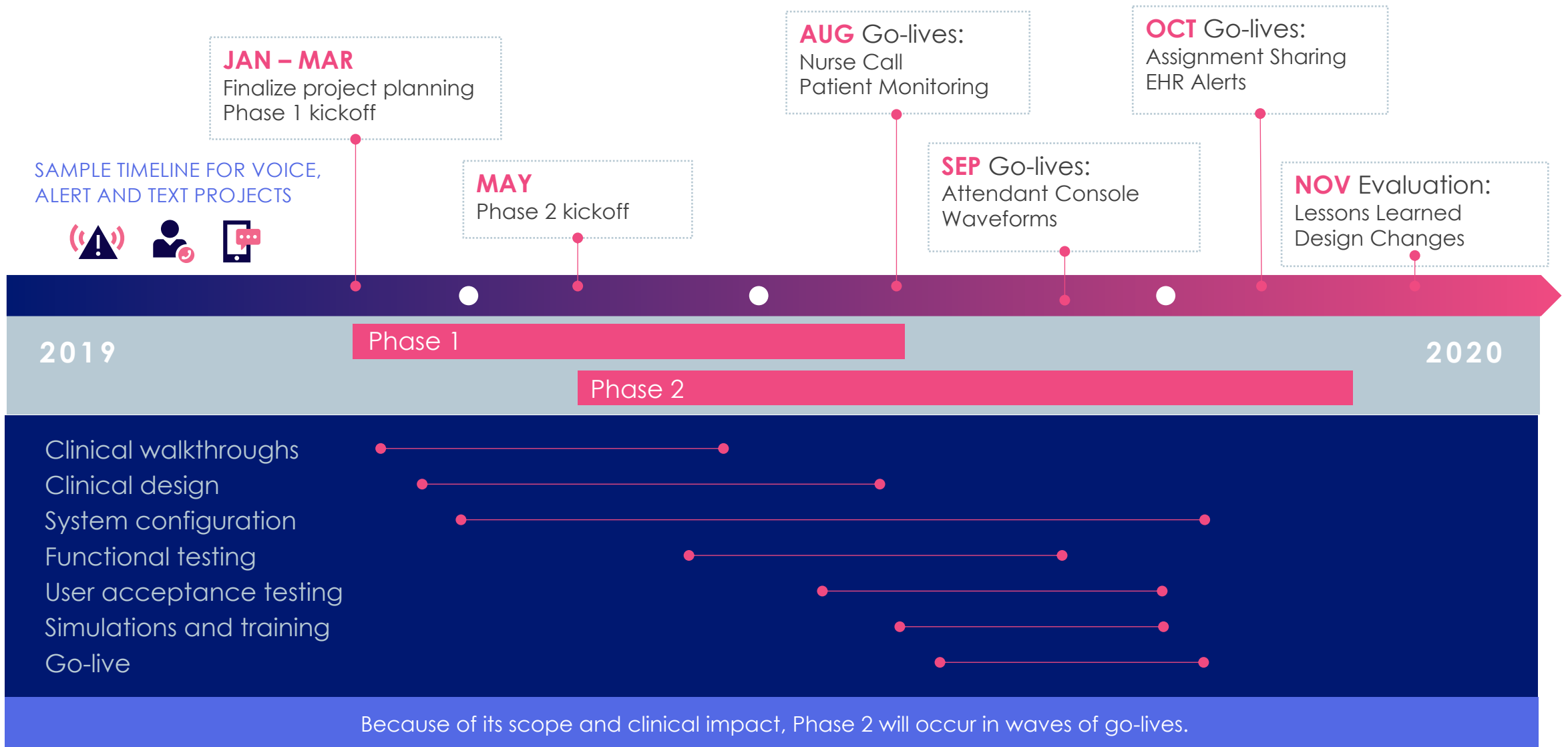
ASSIGNED SUBJECT MATTER EXPERTS



ADPIE ROADMAP



WORKFLOW DESIGN

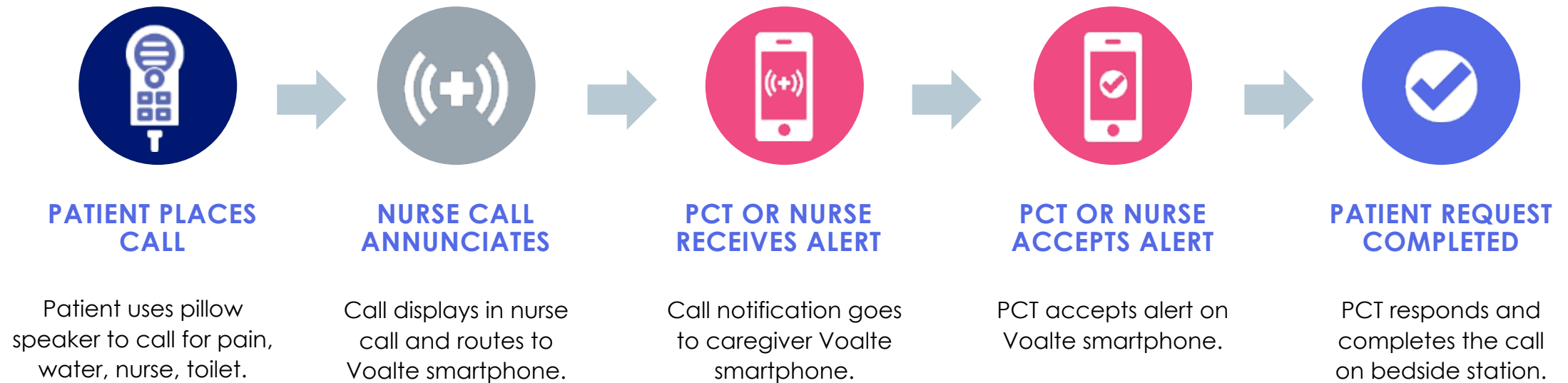


ALARM DESIGN

- Current and future state
- Steering committee meetings
- Alarm priorities and ringtones
- Escalation rules
- Collaboration across multiple vendors
- Functional and user acceptance testing
- Simulation training



PATIENT ALERT WORKFLOW



CLINICAL WORKFLOW SOLUTIONS



IMPROVE PATIENT EXPERIENCE

- Quicker response time
- Improved communication with patient and family
- Less noise



MEET INDUSTRY MANDATES

- Better insight into data analytics
- Compliance with The Joint Commission Standards and NPSG's
- Coordination of clinical and technology partners



STREAMLINE CLINICAL PROCESS

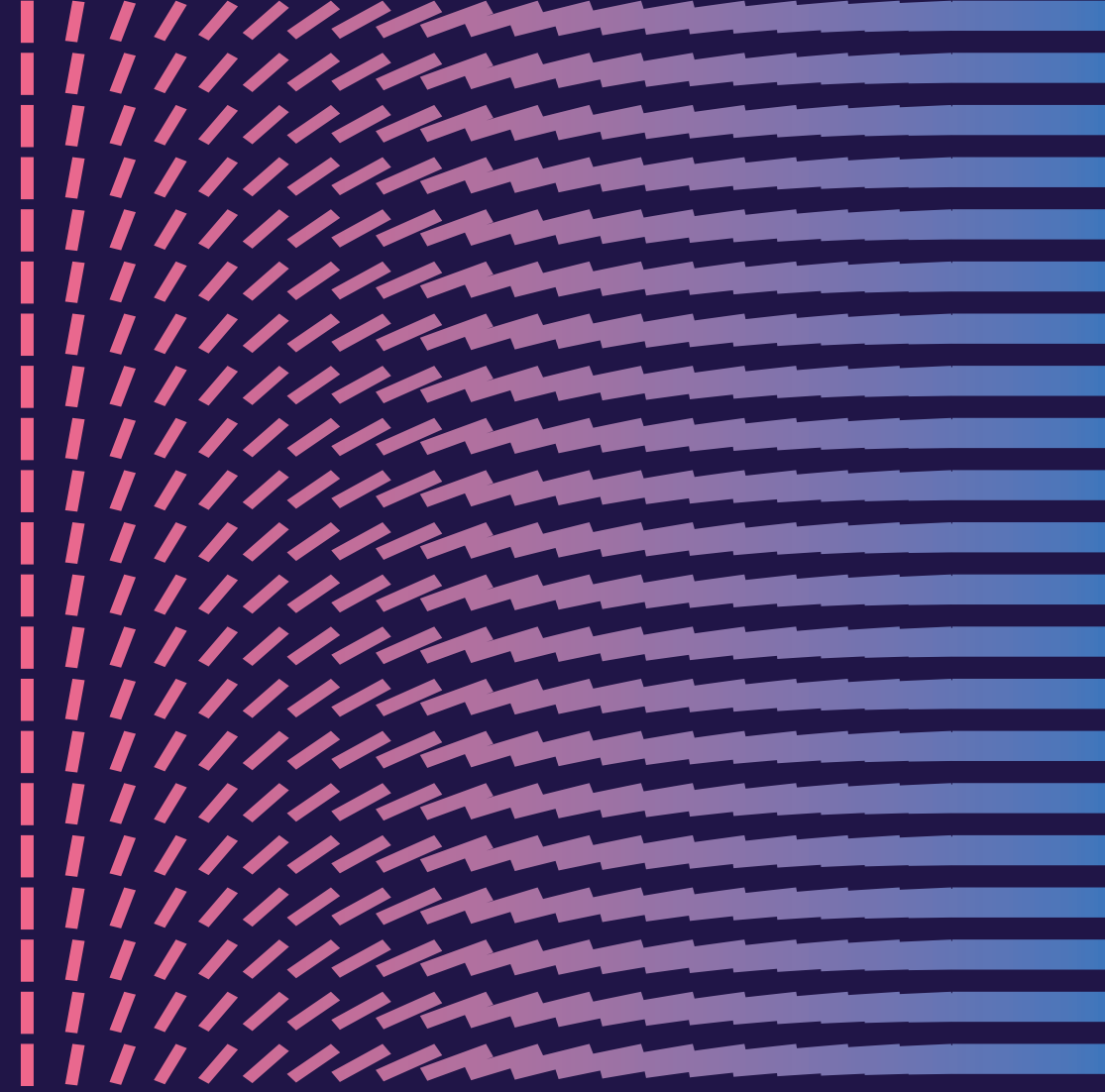
- Less alarm and alert fatigue
- Integrated voice, alarms and texts on one platform
- Less repetitive tasks and walk time



IMPROVE EFFICIENCY

- Less time spent looking for other caregivers
- Better technology adoption
- Standardization of care across units

SERVICES ENSURING YOUR SUCCESS



STAFF EXPERTISE

- Project management
- Wireless network assessment
- Device charging and storage
- Integration with multiple systems
- End-user training
- Go-live support
- Server and device provisioning and configuration





TECHNICAL DESIGN

We cover all the bases of Voalte Platform installation and configuration.

- System configuration
- Alert configuration
- PBX integrations
- Voalte Me configuration
- Mobile device deployment
- VoIP readiness



CLINICAL AND DIRECTORY DESIGN

We help optimize workflows and set up your directory efficiently.

- Clinical walkthroughs
- Clinical workflow analysis
- Policies and procedures
- Quick messaging
- Inventory control
- Adding and changing users
- Ringtones
- Charging locations



WE ENSURE YOUR FACILITY IS READY FOR SMARTPHONES

DEVICE DEPLOYMENT

- Mobile device management (MDM)
- Charging and storage
- Loss prevention

WIRELESS ASSESMENT

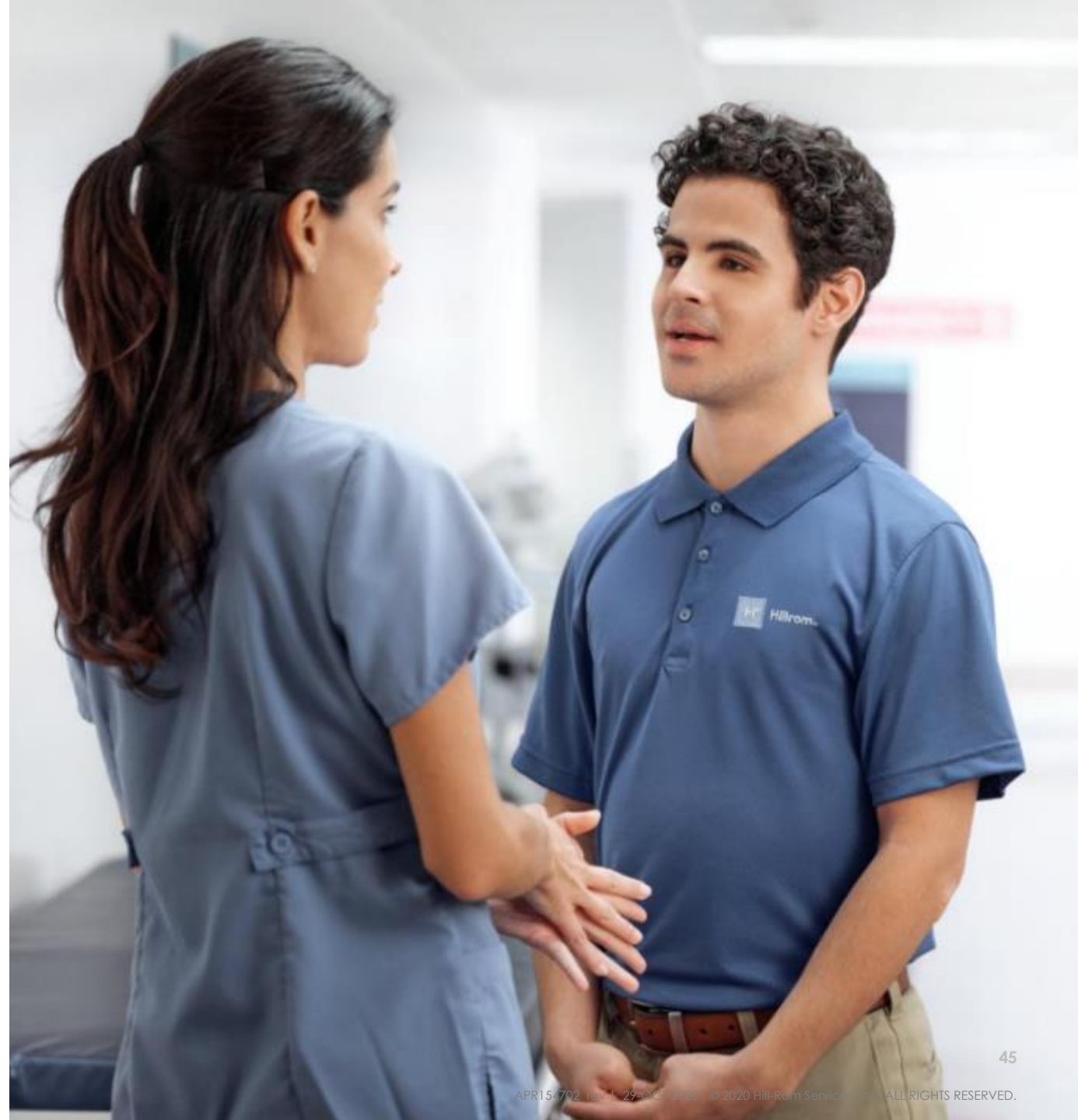
- Radio frequency (RF) coverage and quality
- Access point (AP) density and placement
- Device roaming and behavior



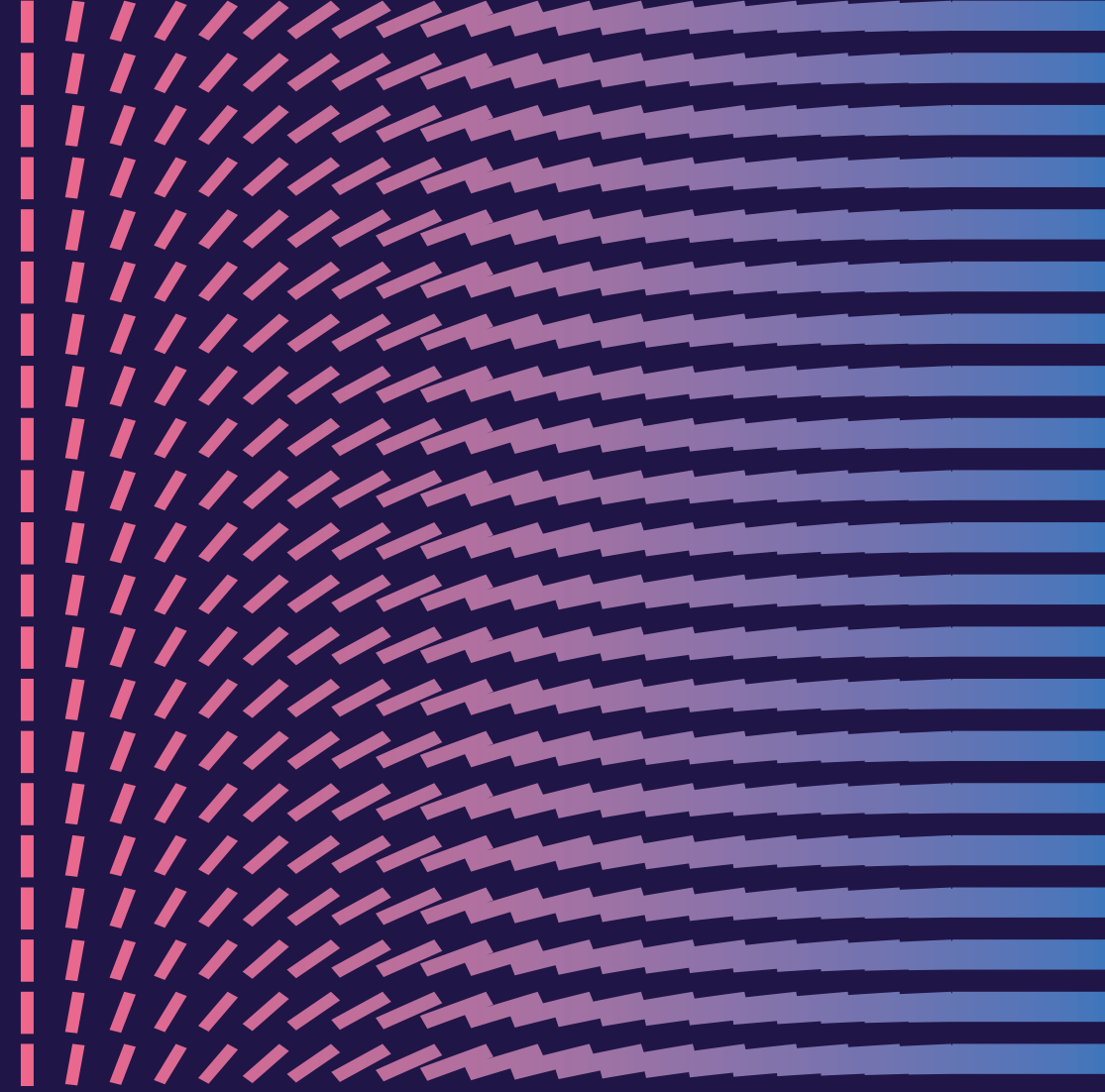
VOALTE® MOBILE APPLICATION ADMINISTRATOR (VMAA)

Your dedicated onsite resource for maximum ROI.

- Directory and device management
- Training and orientation
- System issue escalation



INSIGHT ANALYTICS SOLUTIONS



Voalte Insight™

YOUR KEY TO SUCCESS

A powerful business intelligence solution delivers meaningful data in easily accessible reports so you can:

- Investigate Incidents
- Reduce Alert Fatigue
- Increase Solution Adoption



3 LAYERS OF ANALYSIS





STATUS

Text Overview

[Send Feedback](#)

Time Zone
EDT (UTC-04:00) New York

Time Interval
Week

Date Range
Jun 20, 2017 - Sep 15, 2017

From Department (All)	To Department (All)	From Unit (All)	To Unit (All)	From Role (All)	To Role (All)	From User (All)	To User (All)	From Client Type (All)
--------------------------	------------------------	--------------------	------------------	--------------------	------------------	--------------------	------------------	---------------------------

Total Texts Sent

1,059,048



Texting Rate

81,465

per Week

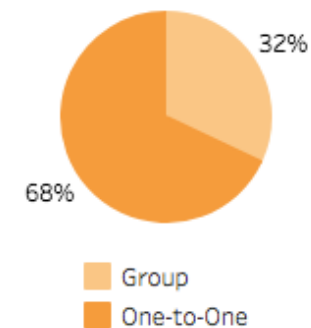


Avg. Time to Read

41m 15s



Group vs 1:1



Text Filters

Priority
(All)

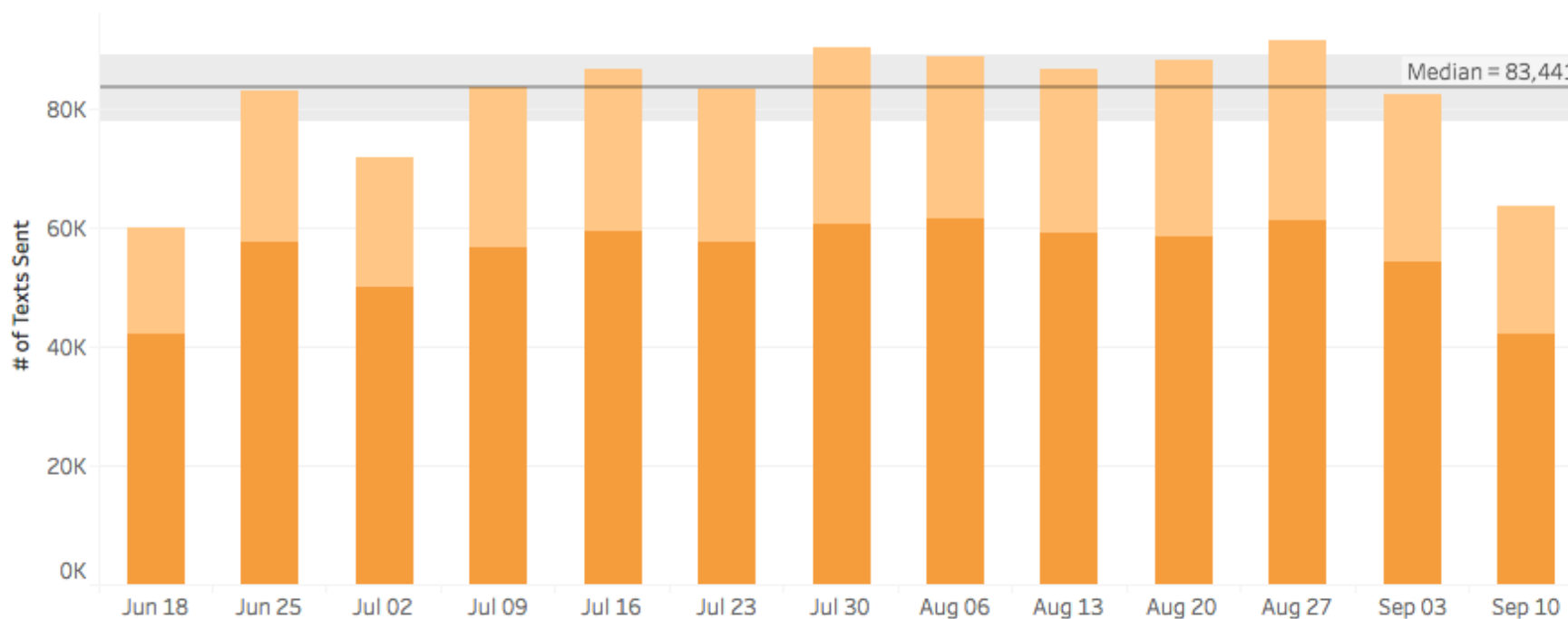
Broadcast
(All)

Image
(All)

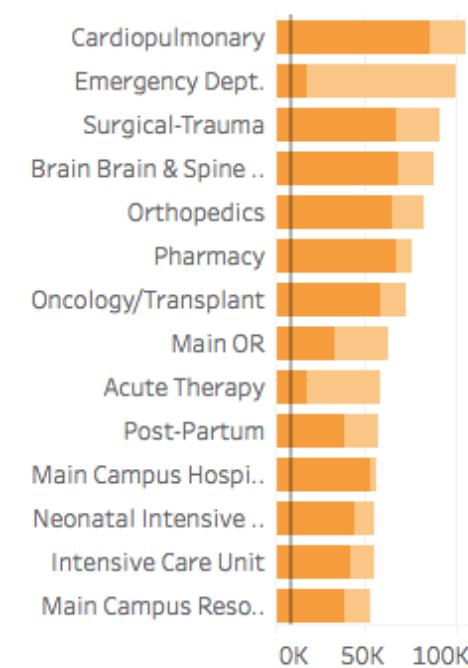


TRENDS

Text Trends by Week



Top Units





DRIVERS

Quick Text Audit

(Click on Text Trends bar to see records here)

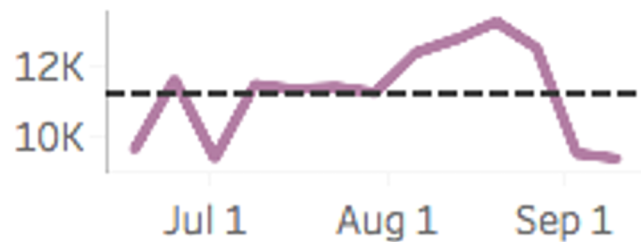
Sent	Distribution Type	From User	To User	Conversation Id	
Jun 20, 2017	One-to-One	Carrol Mills	Ella Gulledge	300288	
Jun 20, 2017	One-to-One	Sidney Fleming	Nicholas Salerno	168699	
Jun 20, 2017	One-to-One	Nicholas Salerno	Sidney Fleming	168699	
Jun 20, 2017	One-to-One	Sidney Fleming	Nicholas Salerno	168699	
Jun 20, 2017	One-to-One	Beatrice Mullen	Ann Longfellow	264450	
Jun 20, 2017	One-to-One	Beatrice Mullen	Ann Longfellow	264450	
Jun 20, 2017	One-to-One	Beatrice Mullen	Ann Longfellow	264450	

CONTEXT REVEALS VALUABLE INSIGHTS

Readable & clearly
labeled metrics

Alert Rate
11,164
per Week

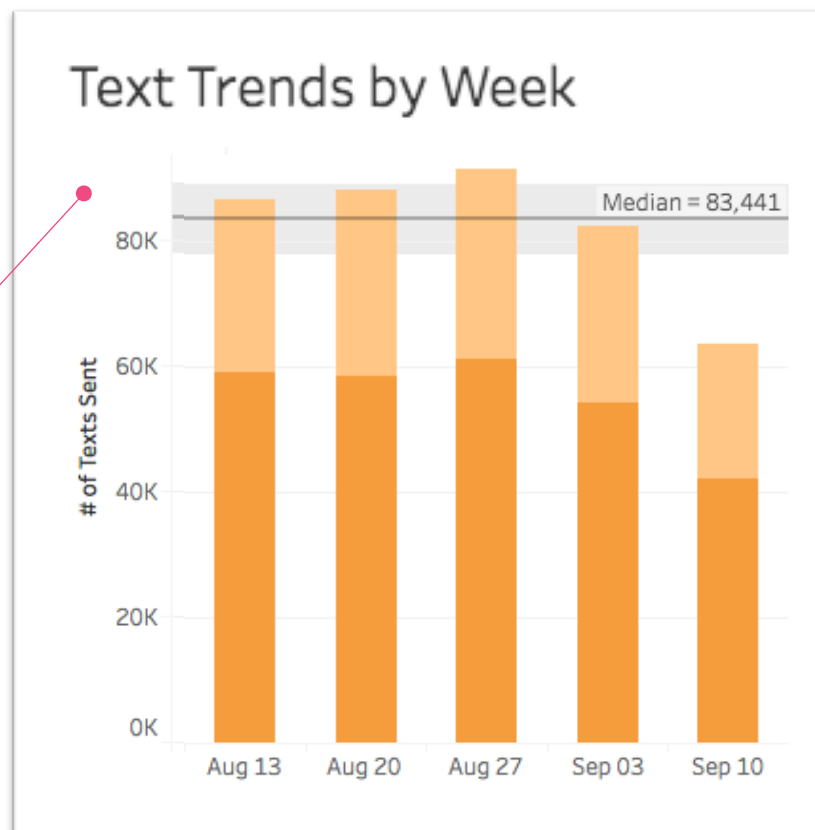
“Sparklines” show
recent activity for KPIs



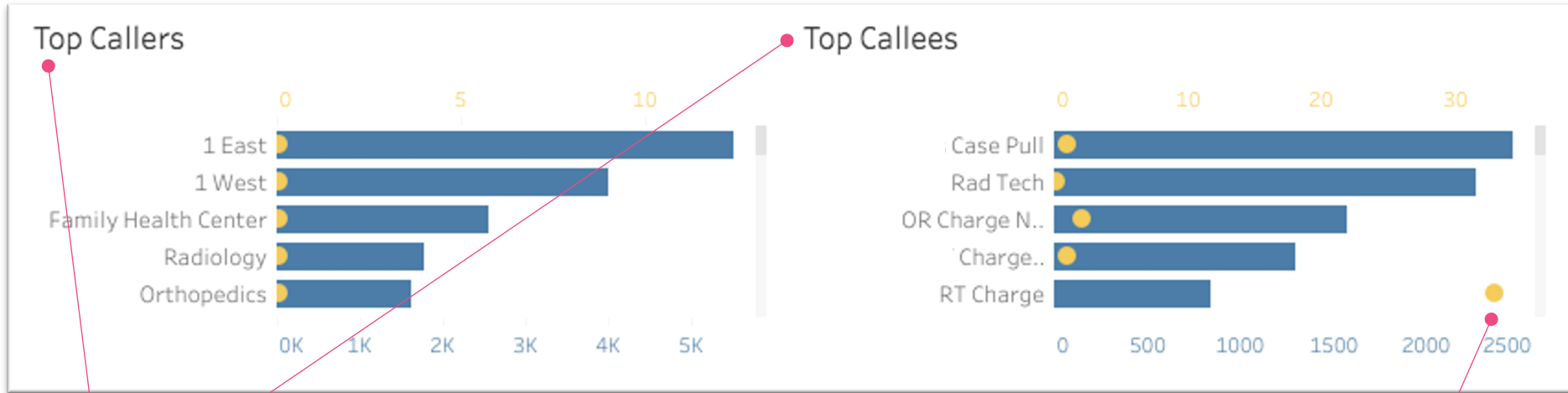
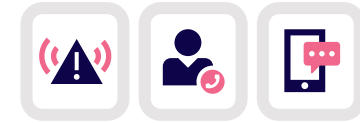
“Our alert volume looks
normal right now.”

CONTEXT REVEALS VALUABLE INSIGHTS

Normal Range
exposes statistically
significant events



“Hmm, why was texting
activity so low, week of
Sep 10th?”



See who's making & receiving the most calls, side-by-side

Call Volume & Call Rescue data overlaid for easy comparison

“Wow, RT Charge needs help reducing Call Rescues”

11 Views in 4 Workbooks

Voalte Platform Overview

- Executive Overview
- Adoption

Voice Insights

- Voice Overview
- Voice Workflows
- Voice Audit

Alert Insights

- Alert Overview
- Alert Workflows
- Alert Audit

Text Insights

- Text Overview
- Text Workflows
- Text Audit



Memorial Hospital

PROJECT - Pre-built dashboard views part of the Voalte Insight package [Read More](#)

Projects 0 Workbooks 4 **Views 11** Data Sources 4 Details

0 items selected

Sort by Workbook (A-Z)



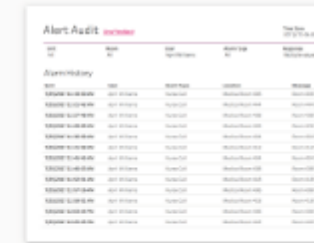
Alert Overview

717 views ☆ 1



Alert Workflows

197 views ☆ 1



Alert Audit

162 views ☆ 1



Text Communication Flow

250 views ☆ 1



Text Audit

234 views ☆ 1



Text Overview

384 views ☆ 2



Adoption

207 views ☆ 1



Executive Overview

322 views ☆ 1



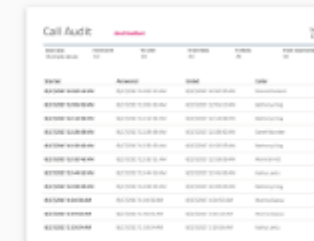
Call Communication Flow

127 views ☆ 1



Call Overview

139 views ☆ 1



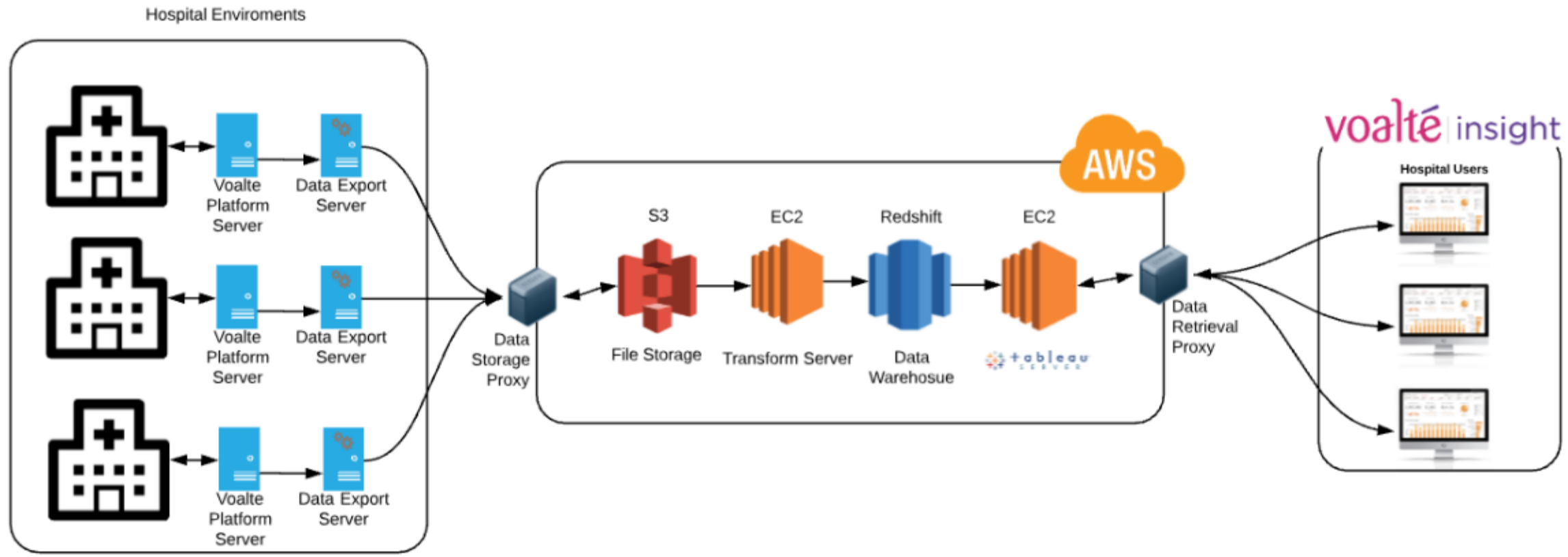
Call Audit

75 views ☆ 1

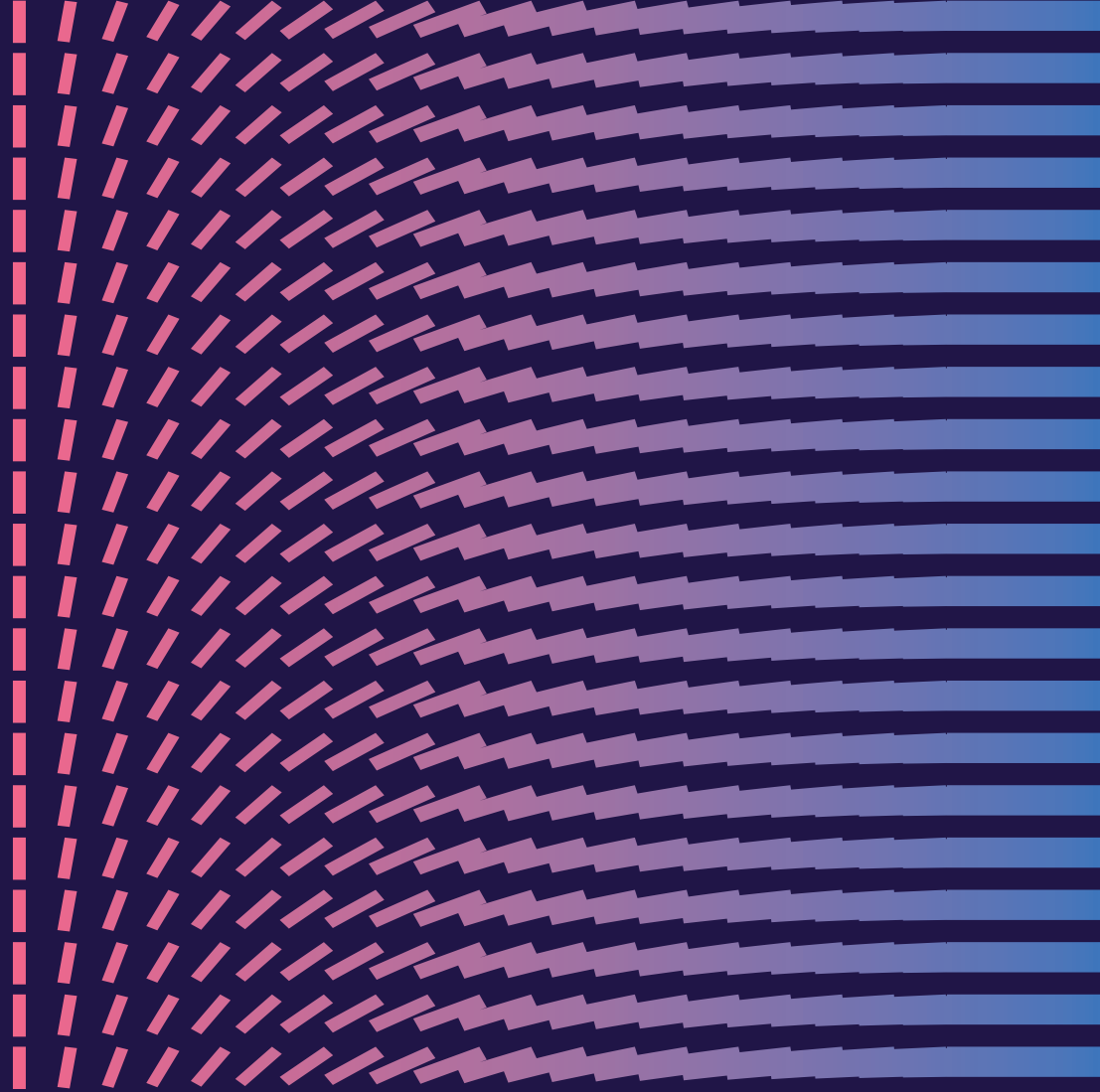


- Edit pre-built workbooks and visualizations.
- Create and publish new workbook from existing published data source.

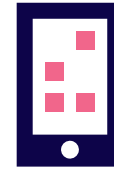
The screenshot displays the Voalte mobile app dashboard with various analytics and a configuration menu. The dashboard includes filters for Time Zone (EDT), Time Interval (Week), and Date Range (Jun 20, 2017 to Sep 15, 2017). It features three main visualizations: 'Duration' (94 sec), 'Call Rescues' (20.2 per Week), and 'Who's Calling Who?' (a pie chart showing 86% for Voalte One to External, 14% for External to Voalte One, and 0% for Voalte One to Voalte One and One Leg). A 'Top Callers' bar chart is also visible, with a configuration menu open over it. The menu options include: % Answered Calls, Avg. Duration, Callee, Caller, Day of Started, Distinct count of Caller Voice Fact Sk, From Client Type, From Department, From Role, From Unit, Min. From Role, Sum of Caller Call Rescue Counts, To Department, To Role, To Unit, and Use Case (group). The configuration menu on the right includes options like 'Go to Sheet', 'Fit', 'Title', 'Legends', 'Filters', 'Highlighters', 'Parameters', 'View Toolbar', 'Show Page Control', 'Use as Filter', 'Ignore Actions', 'Floating', 'Floating Order', 'Deselect', and 'Remove from Dashboard'.



THANK YOU



THE STORY OF VOALTE




Voalte began with a simple idea: Reimagine healthcare communication by taking the smartphones everyone uses in their personal lives and putting them in the hands of caregivers.

Voalte is founded by Trey Lauderdale, Oscar Callejas, Benjamin King, and former Microsoft and Apple executive Rob Campbell.

Voalte forms strategic partnerships with hardware and software providers to offer device options and improve interoperability for customers.

The 150-employee company receives an investment of \$35.9 million from Bedford Funding to expand its team and enhance its products.



Global medical technology company Hillrom acquires Voalte for \$180 million.

2007

2008

2009

2012-2013

2013

2014

2015

2019

Apple introduces the iPhone.

Voalte is first to deploy the Apple iPhone for point-of-care communication.

Voalte is installed at leading hospitals throughout the United States.

Voalte launches Voalte Platform, the first comprehensive healthcare communication platform.

Care Communications

The Only Complete Solution to Connect Directly from the Patient's Smart Bed to the Physician's Smartphone



Centrella™

Smart+ Bed



Voalte®

Nurse Call



System Integrations

SDK & API



Voalte One™ App

Point-of-Care
Communication



Voalte Me™ App

Physician
Communication

UConn HEALTH

STREAMLINE CLINICAL WORKFLOWS



↓ FEWER STEPS
PATIENT REQUESTS PAIN MEDS



↓ FEWER STEPS
DOCTOR NEEDS NURSE



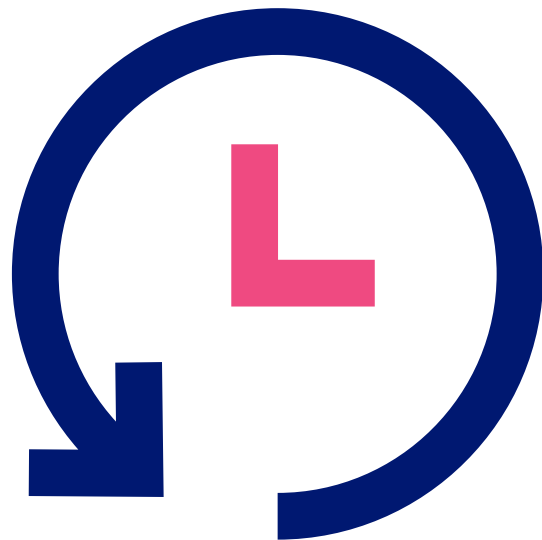
↓ FEWER STEPS
PHONE CALL REQUESTING NURSE

Better efficiency by replacing overhead paging with Voalte Mobile smartphones*

*Roberta Romeo Shannon, UConn Health (October 2017), Streamlined communication in a state-of-the-art outpatient pavilion enhances the patient experience, provides more efficient care team collaboration and improves employee satisfaction. Session presented at VUE17, Sarasota, Florida.



25
MINUTES
SAVED



Per discharge by sending orders from the EHR to Voalte Mobile smartphones*



**SAVED WITH FASTER
DISCHARGE**

\$1.8 MILLION

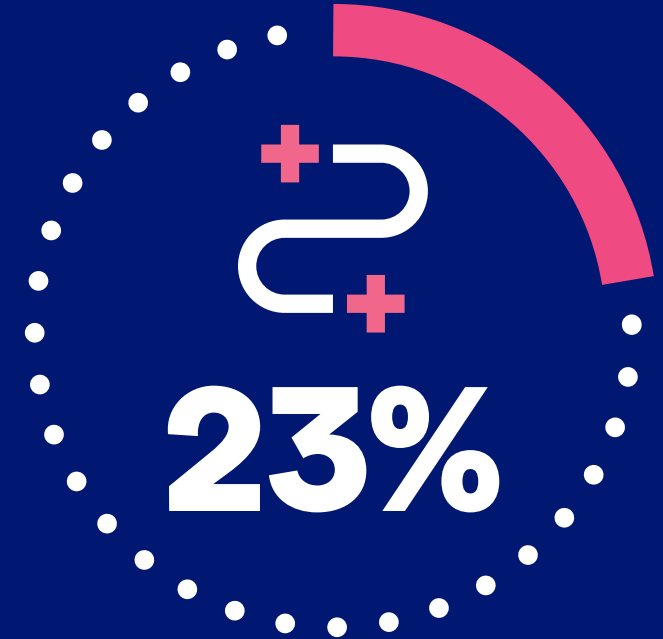
Candice Friestad, DNP, MSN, MBA, RN, Avera Health (October 2018), Integrating with the EHR: Realizing the Benefits of a Patient-centric Directory. Session presented at VUE18, Sarasota, Florida.



EST. ANNUAL SAVINGS

\$16,000

On medication errors



**FEWER ERRORS
WITH NEW WORKFLOWS**

PER DISCHARGE BY SENDING ORDERS FROM
THE EHR TO VOALTE SMARTPHONES*

*James Jones, University of Washington Valley Medical Center (March 2018). Smartphones for caregivers = better patient experiences. Session presented at HIMSS18, Las Vegas.





↓ **89%**

REDUCTION
DEVICE REPAIR COST



Reduced break-fix costs by 89%, or approximately \$47,000 per year



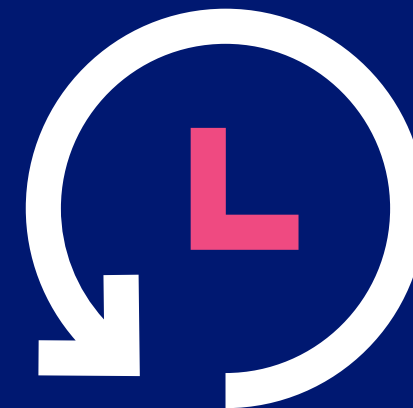
EST. ANNUAL SAVINGS

\$47,000



MINUTES SAVED ON EACH RN-TO-PROVIDER OUTREACH

Less time spent tracking down providers by
integrating physician scheduling with Voalte
Mobile solution



TIME SAVED

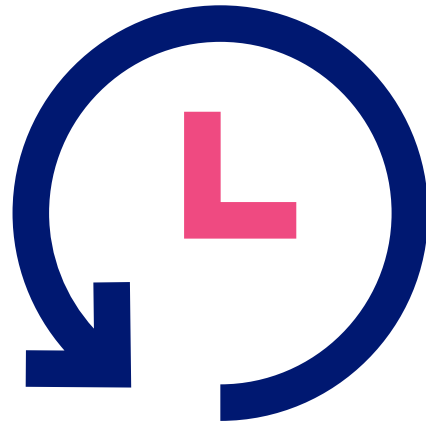
7:12

MINUTES



SAVED ON DELIVERY OF SEIZURE MEDS

02
MINUTES
SAVED



New workflow protocols reduce time to second-line medications for pediatric patients*



LRGHealthcare
care. compassion. community.

SHORTER ED WAIT TIME

60
MINUTES
SAVED



Time saved using Voalte Mobile smartphones to send messages to bed resource nurses and smooth admissions*

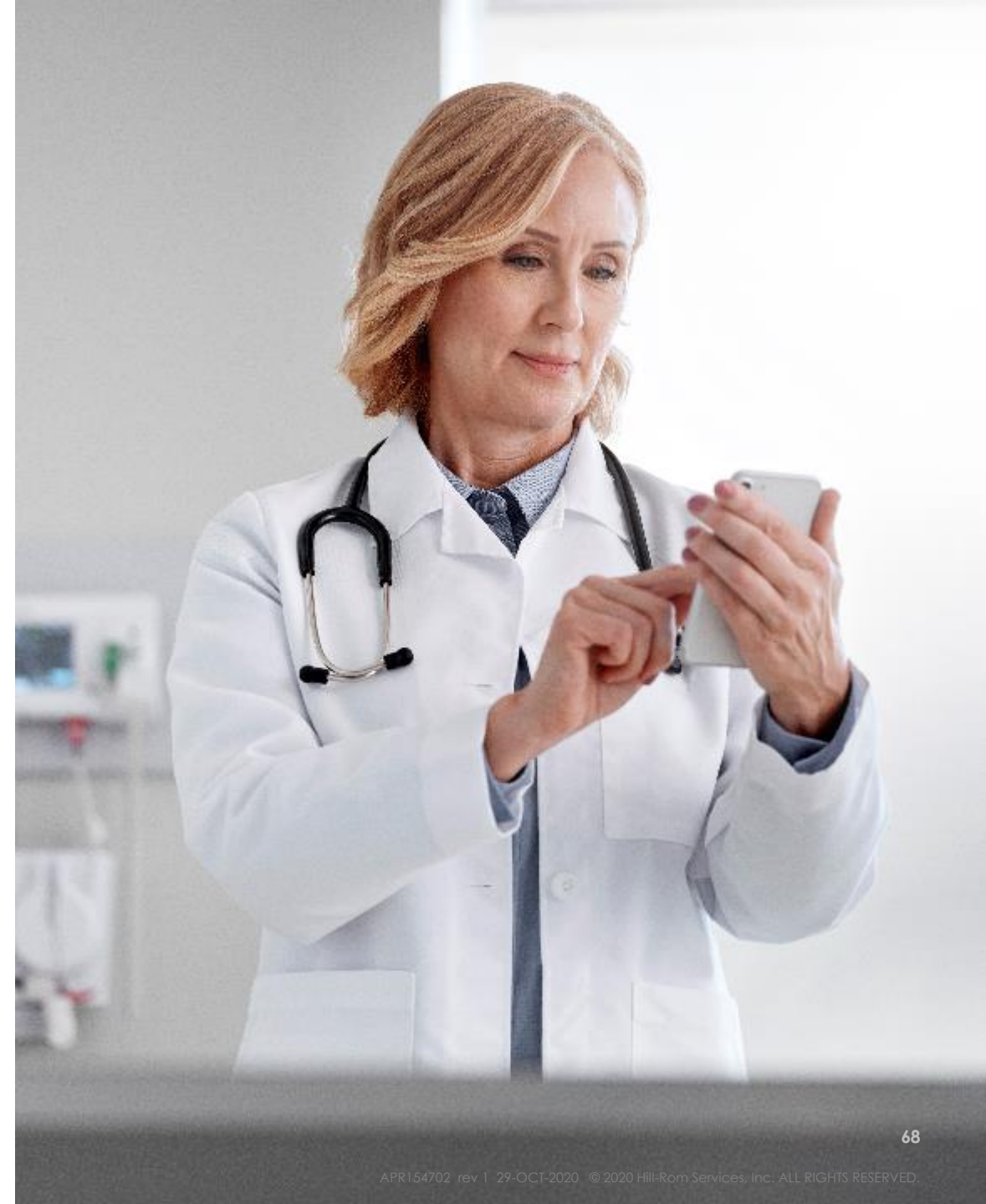


INCREASE IN HCAHPS SCORES

↑ **06%**
INCREASE
IN HCAHPS SCORES



Quicker response to patient needs by sending nurse call alerts to Voalte Mobile smartphones*





Memorial Sloan Kettering
Cancer Center™

FEWER TACHYCARDIA ALARMS

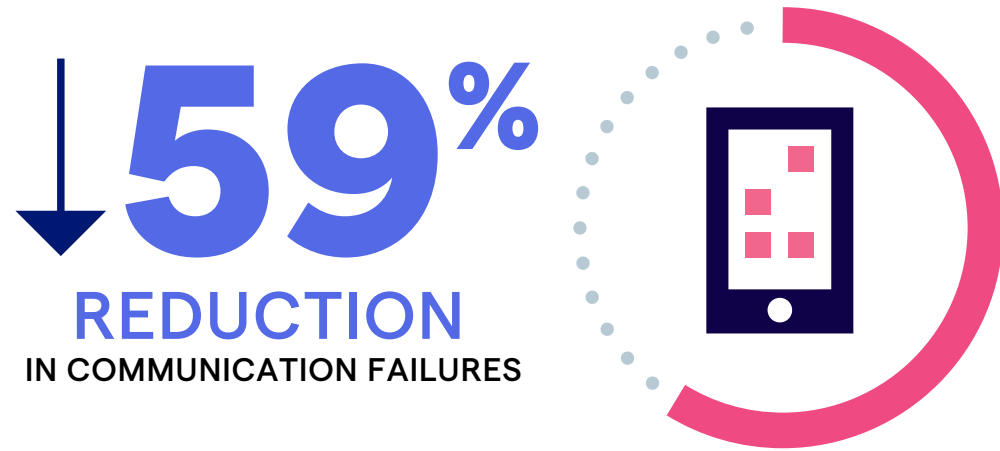
↓ **78%**
REDUCTION
TACHYCARDIA ALARMS



Reduce unactionable alarms using Voalte
Clinical Workflow Solutions*



Hillrom™



Reduced failure rate from 5.5% to 2.2% after enabling Voalte® Me app for secure texting on physicians' mobile phones*



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

130 E. Randolph St. Suite 1000, Chicago, IL 60601



Hillrom™