VOALTE®
MOBILE SOLUTION

**Empowering Your Caregivers
with Mobile Communications**

Communication Tools Should Empower, **NOT IMPEDE.**

PATIENT SAFETY

348+

Deaths per year due to communication problems.[2]

PATIENT EXPERIENCE

30%

Malpractice complaints involving communication failure.[2]

PROCESS INEFFICIENCY

$1.7B

Hospital costs due to inefficient communication.[2]

CAREGIVER SATISFACTION

80%

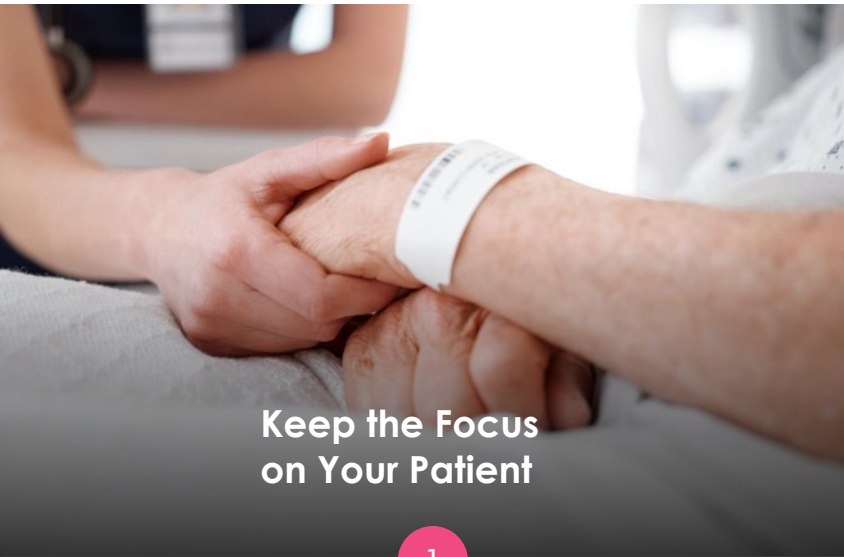Medical errors from constant interruptions.[1]

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Unleash Your Care Teams Full Potential

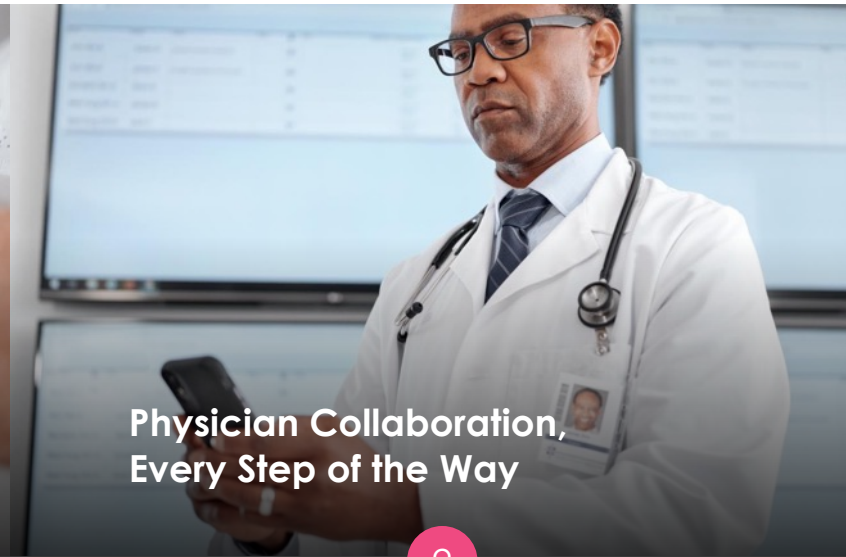Turn information into action, inside and outside the hospital, with one, integrated, easy-to-use solution.

Hillrom™

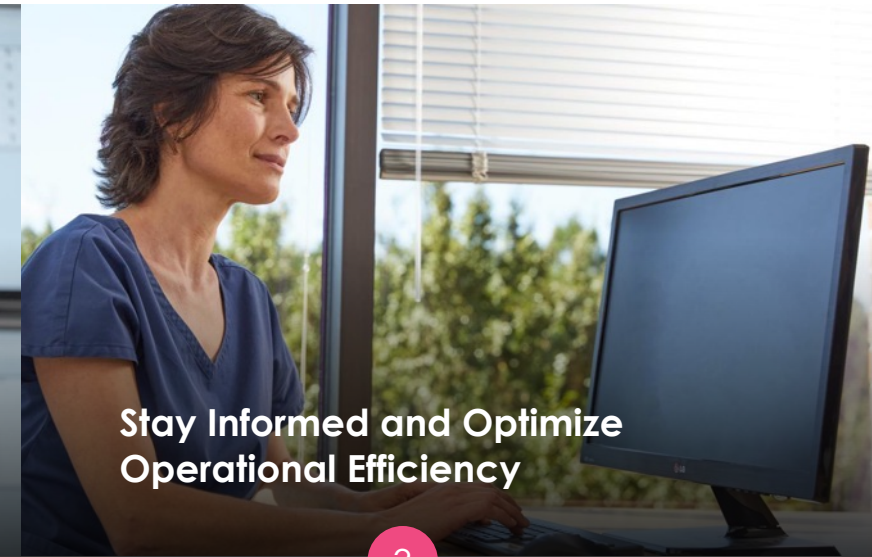# One Solution to Manage, Three Ways to Connect

Keep the Focus on Your Patient

Physician Collaboration, Every Step of the Way

Stay Informed and Optimize Operational Efficiency

1

2

3

Voalte One™ App for shared smartphones connecting over the hospital's wireless network.

Voalte Me™ App for personal smartphones, supporting users inside or outside the hospital.

Voalte Messenger™ Client for use on desktops, laptops or workstations on wheels.

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Count On the
EXPERTS

270+   Hospitals using Voalte® Mobile solutions

108K+   Smartphones deployed in hospitals

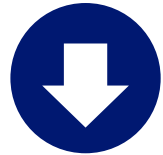**400K+**   End users inside and outside hospitals

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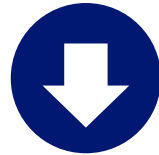# Proven Customer Results with
Voalte® Mobile Solution

$1.9M SAVED
with faster discharges[1]

23% FEWER
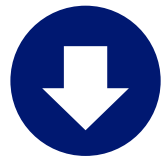medication errors[2]

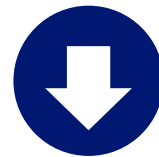**33%** DECREASE
In process waste[3]
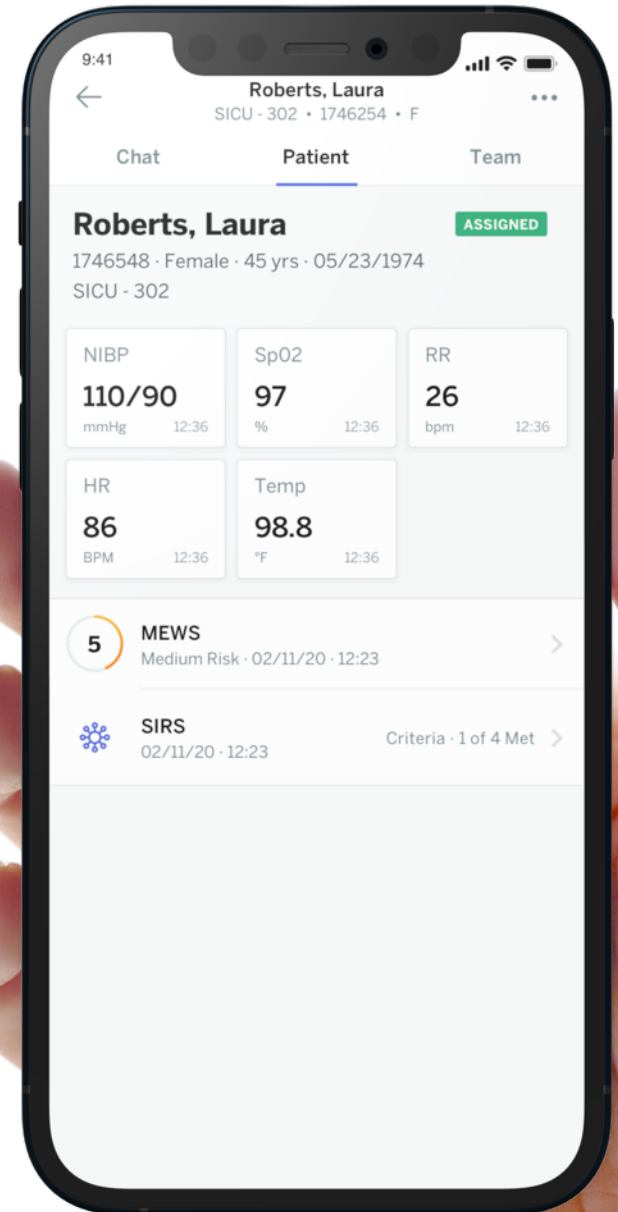
82% LESS
time on phone calls [1]

78% FEWER
overhead pages [5]

59% REDUCTION
in communication failures[4]

1. Candice Friestad and Jill Casanova, Avera Health (November 2016). Calling all nurses: Sending clinical data to Voalte smartphones. Session presented at VUE16, Sarasota, Florida. reference for the 82% is the same as-is (UCSF reference).
2. James Jones, University of Washington Valley Medical Center (March 2018). Smartphones for caregivers = better patient experiences. Session presented at HIMSS18, Las Vegas.
3. Brill, E. "10 Ways to improve your alarm management practices." Becker's Health IT. Available at: https://www.beckershospitalreview.com/healthcare-information-technology/10-ways-to-improve-your-alarm-management-practices.html. Published 2017, Accessed July 2020.
4. Hansen, J. E., Lazow, M., & Hagedorn, P. A. (2018). Reducing Interdisciplinary Communication Failures Through Secure Text Messaging: A Quality Improvement Project. Pediatric quality & safety, 3(1), e053, https://doi.org/10.1097/pq9.0000000000000053
5. Voalte Case Study, Sarasota Memorial Health Care System. Pub Oct 2015. Retrieved Jul 2020 from https://www.voalte.com/resource/sarasota-memorial-improves-nurse-physicians-communication-with-smartphones.

Hillrom™

Our Customers

LARGE HEALTH SYSTEMS	ACADEMIC & RESEARCH CENTERS	CHILDREN'S HOSPITALS	REGIONAL HOSPITALS

BETTER TOGETHER

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

NURSE
CALL

PATIENT
ENGAGEMENT*

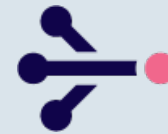ALERT & ALARM
MANAGEMENT

MOBILE
APPLICATION

PATIENT DATA
VISUALIZATION

MEDICAL DEVICE
INTEGRATIONS

REPORTING AND
ANALYTICS

SYSTEMS
INTEGRATIONS

CLINICAL DESIGN,
IMPLEMENTATION AND
SUPPORT SERVICES

*Coming 2021

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8

Be Empowered with Patient-Centric Collaboration.

Patient safety and personalized care are just a tap away with meaningful patient data, orders and alerts on your smartphone.
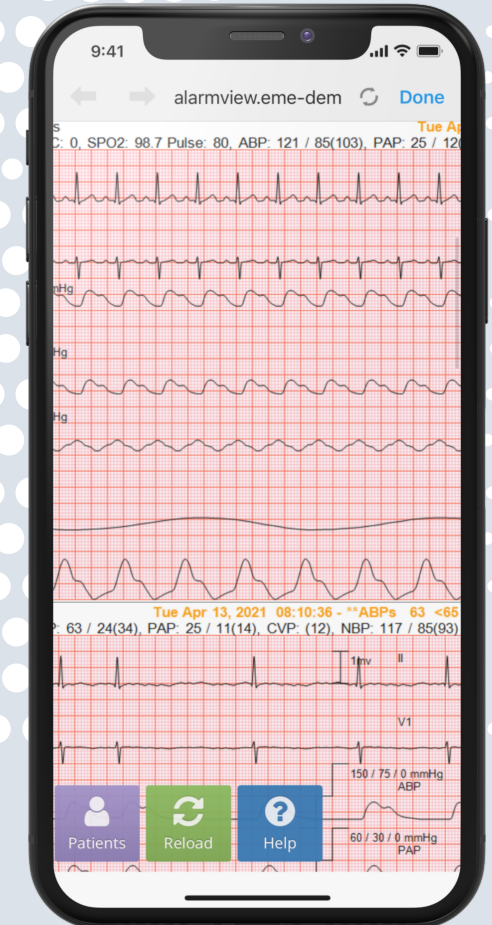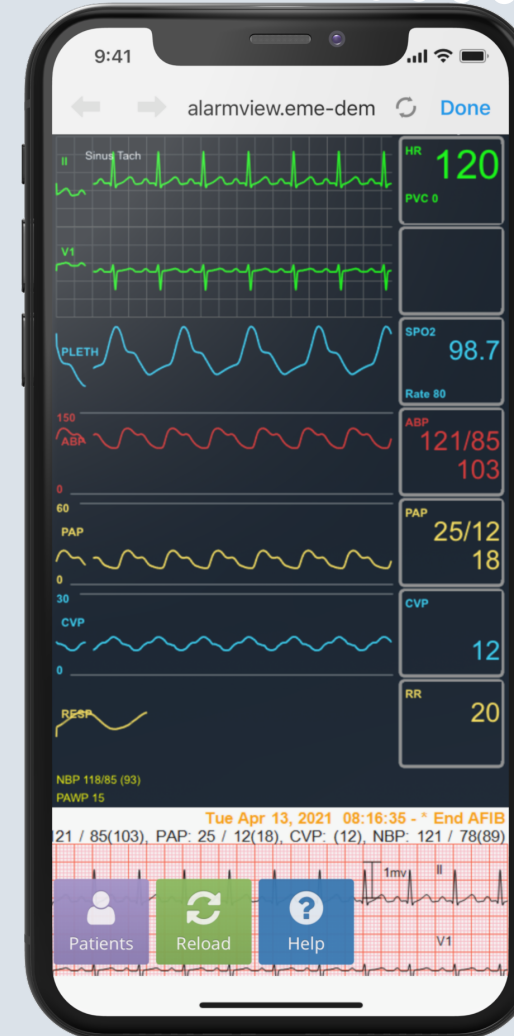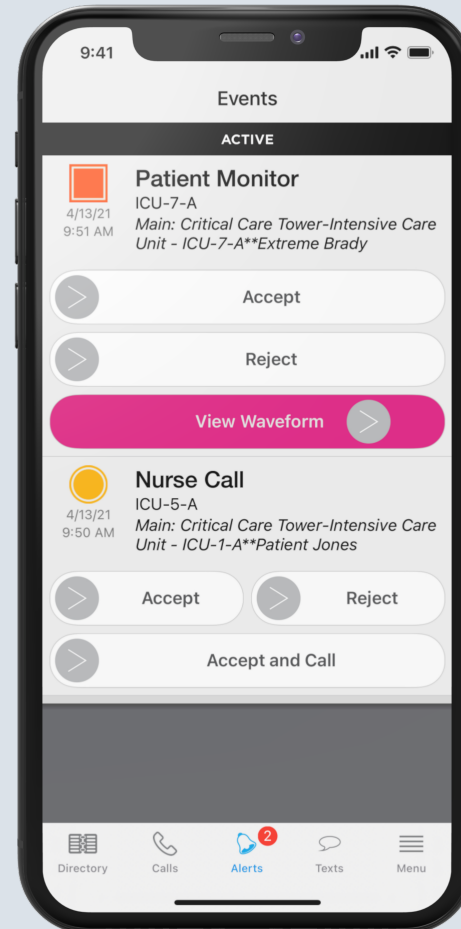
**Hillrom**™

Voalte® Patient Data Visualization

Access patient data like waveforms and risk scores anytime to stay on top of patient conditions when you are away from the bedside.

- Review alert and swipe to open embedded, patient-centric view

- Assess patient condition using multi-parameter monitoring data

- Coordinate team response

# Determine Intervention Using Complete Context

- Stream and display live patient vital information

- View high-level deterioration risk for patients

- Integrate with Hillrom™ Digital Health Platform

- Get instant updates from monitors or your Epic Flow Sheet
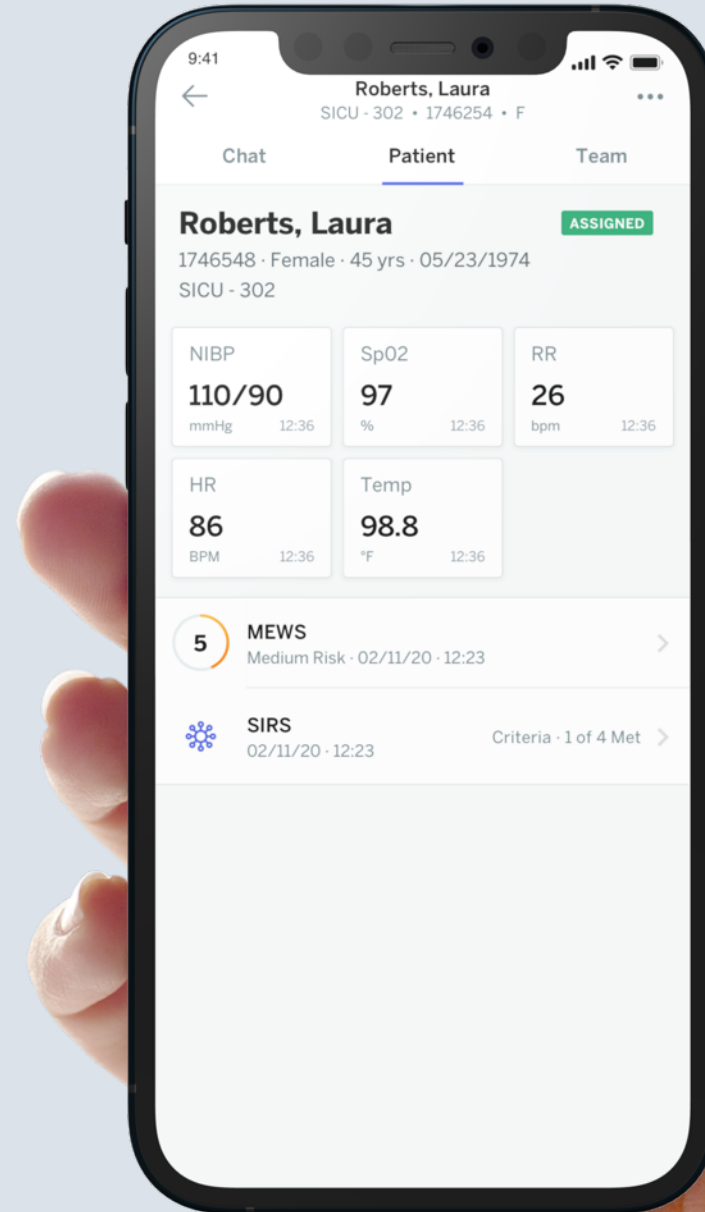
Access Critical Alerts from the EMR, Wherever You Are

Support integrated alerts from Epic to Voalte® Mobile Solution:

- Critical lab results

- Transport requests

- Bed requests

- MEWS / Sepsis alert notifications

- EKG orders

- STAT blood draw orders

- Dietary assessment
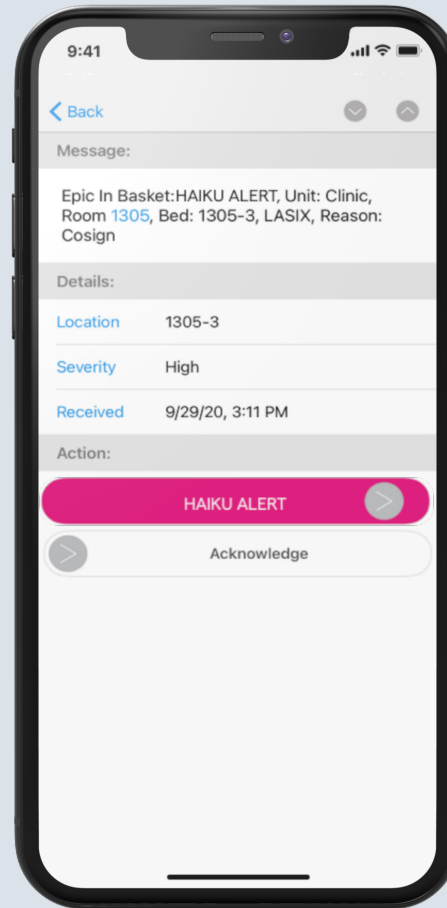
- Open Epic In Basket for incoming alert

Hillrom™
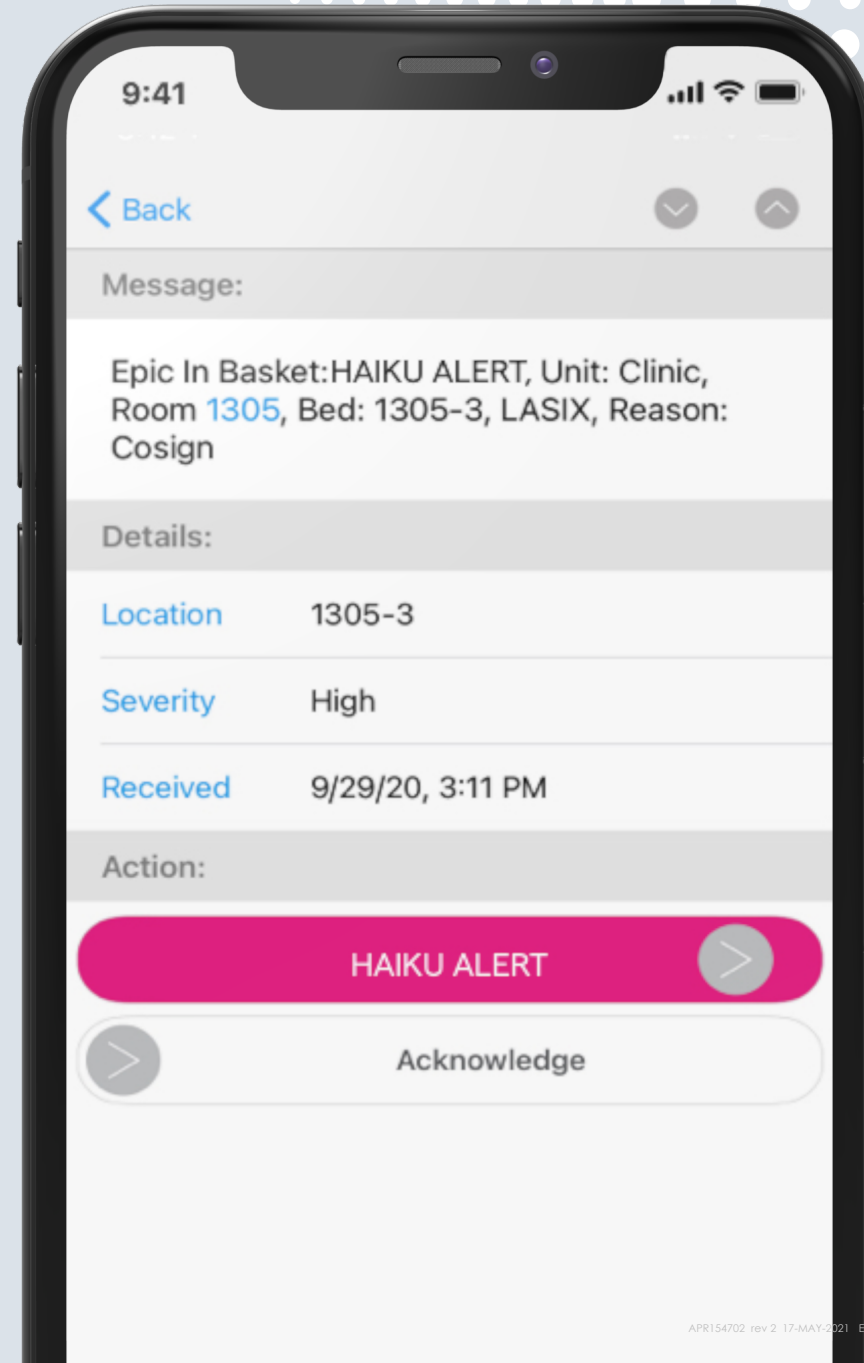
Receive Incoming Orders and Results That Need Action
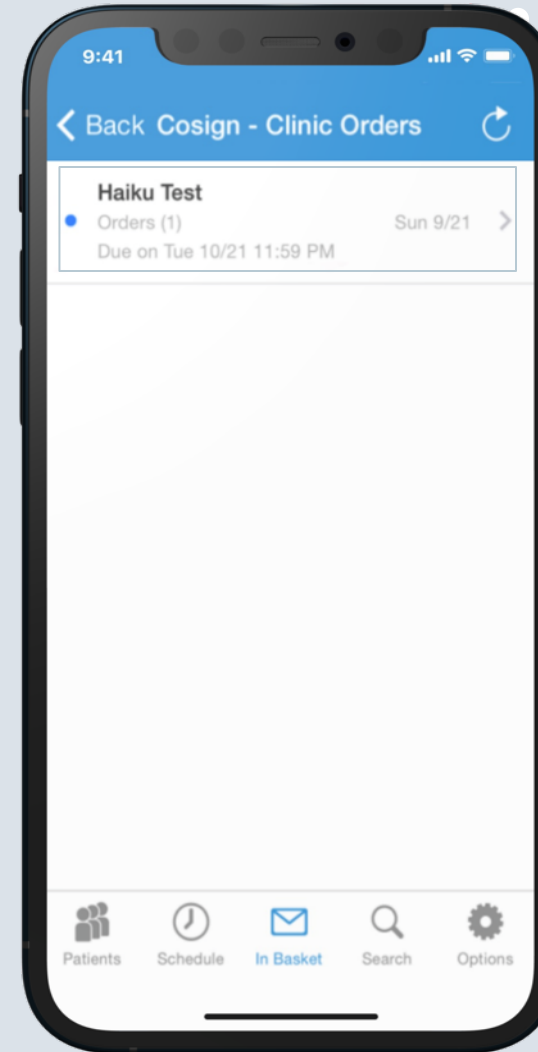

23%
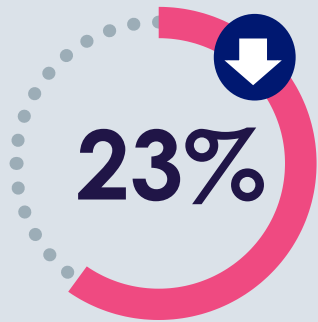
FEWER ERRORS
WITH NEW WORKFLOWS

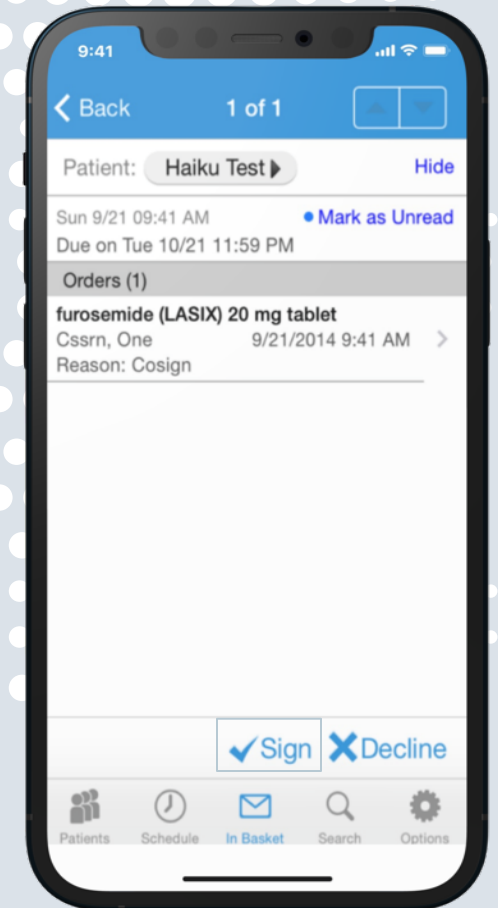PER DISCHARGE BY SENDING ORDERS FROM THE HER TO VOALTE SMARTPHONES*

Receive Alert

requires middleware
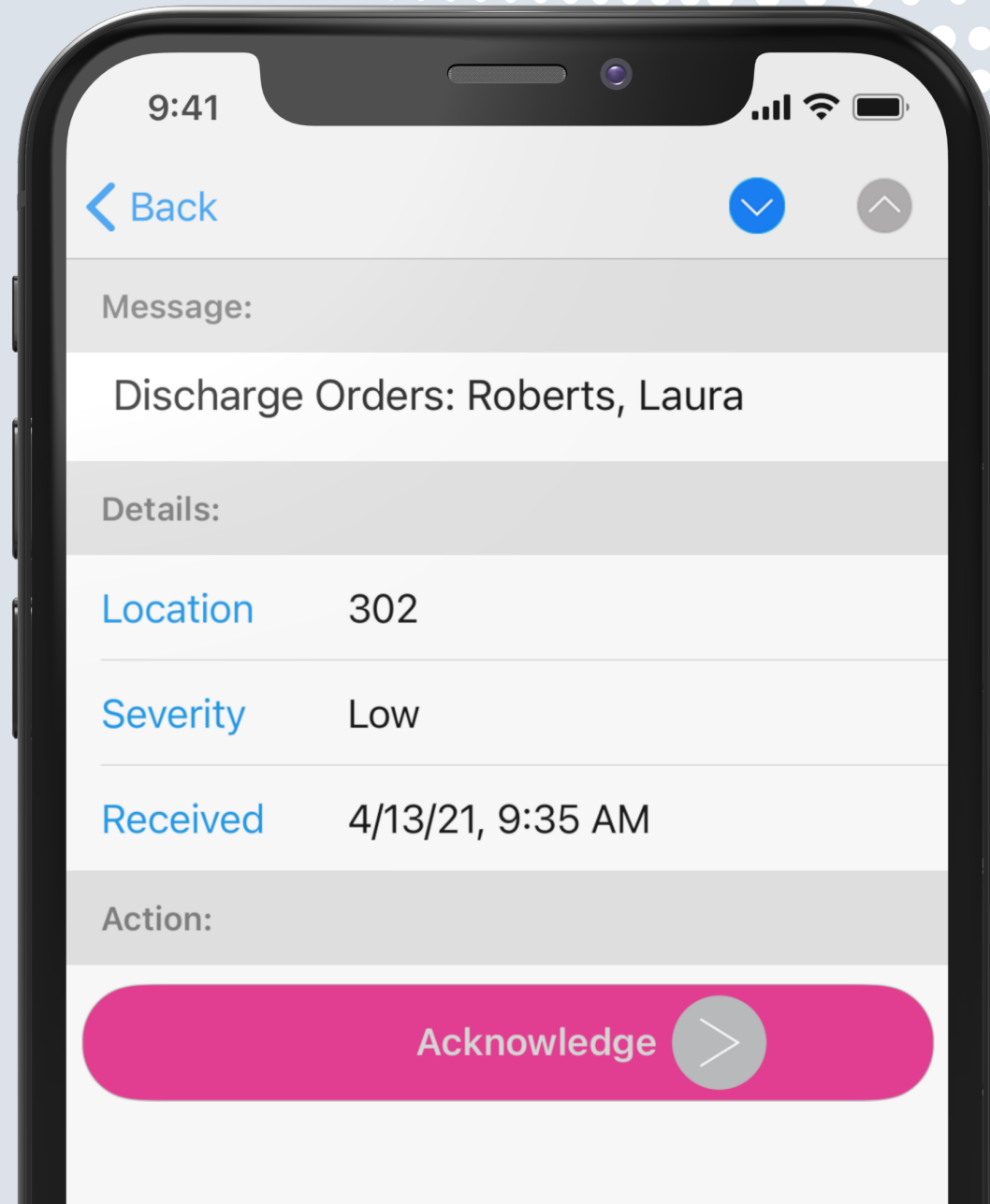
View In Basket

Sign Orders

Manage Alarms for Quicker Patient Response

Integrate communications with multiple alarm sources including nurse call, patient monitoring and lab results from the EHR.

- Send alarms to named users, roles, or and teams

- Set multiple priority levels

- Customize ringtones by alarm type

- Filter and escalate alarms

Voalte® Alarm Destinations

Voalte Alarm Destinations allow any 3rd-party system to send alarms & alerts to any Voalte directory structure. Voalte® Mobile solution will then determine who is in the structure and deliver the alarm or alert.

Send alerts to Voalte-assigned teams, roles, rooms and units with Voalte Alarm Destinations.

Nurse Call Code Blue

Voalte® Code Team

Nurse

Physician

Pharmacist

PCT

RT
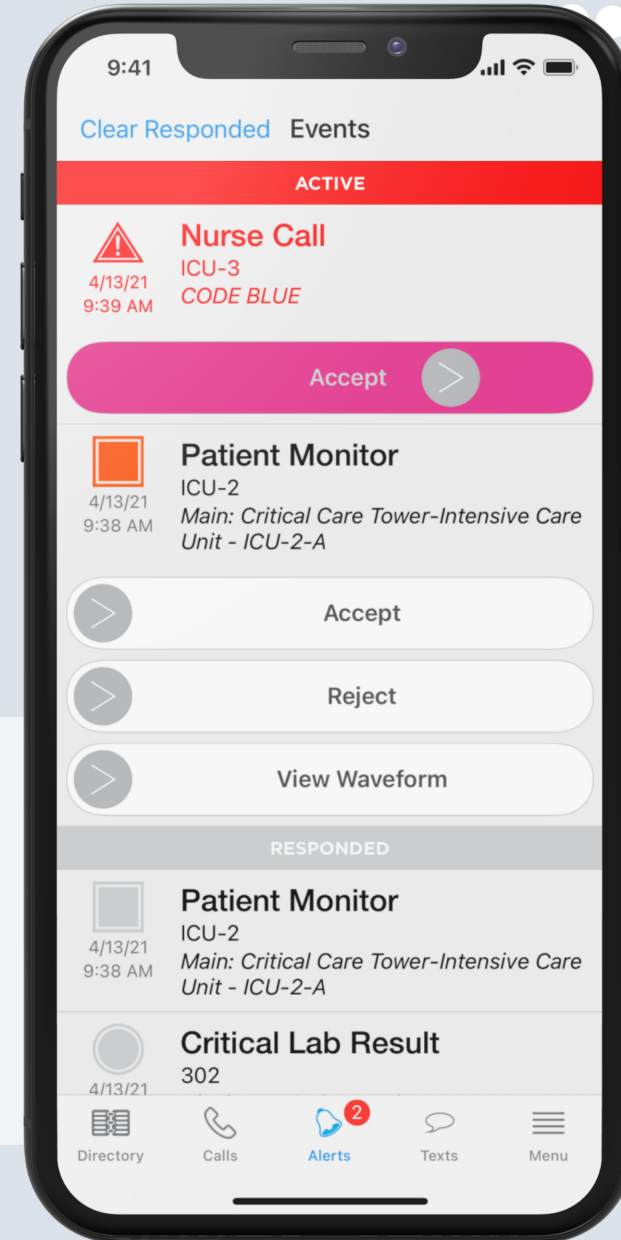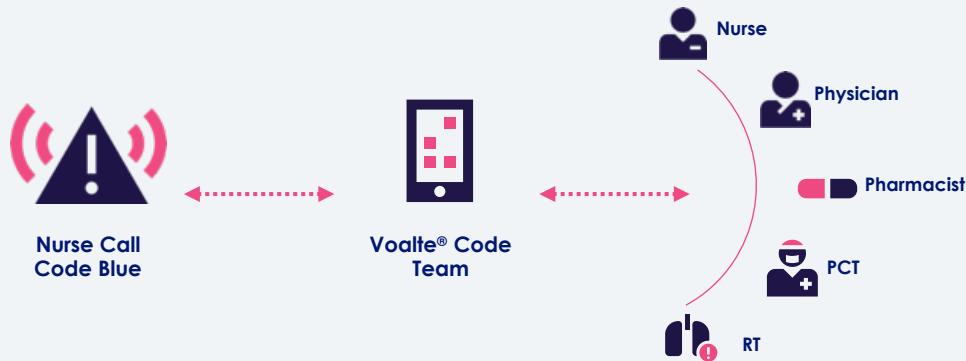
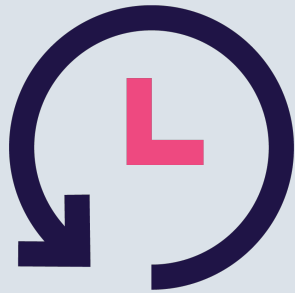# Access Information at Your Fingertips – On the fly.

Streamline workflows and improve communication so your caregivers have the information they need to move their patients along the path to recovery.

Hillrom™

Find the Right Person Quickly and Easily with Multiple Views

TIME SAVED
7:12
MINUTES
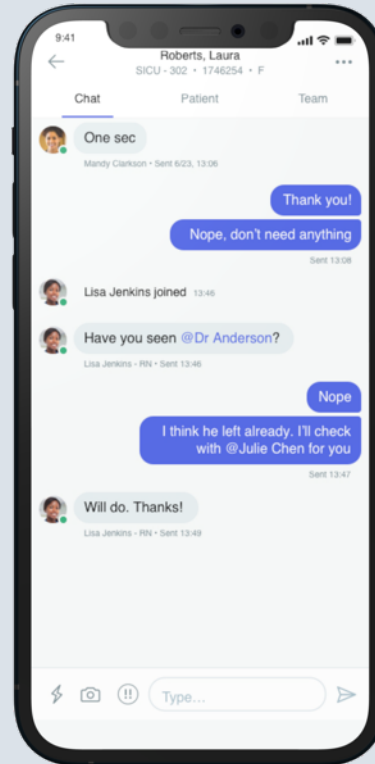
By Name or Role
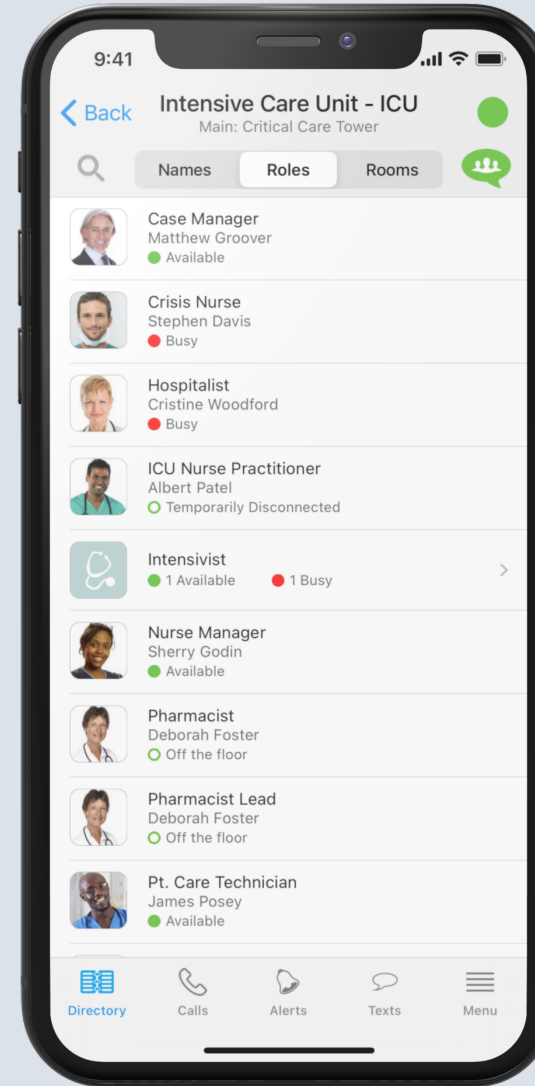
By Care Team

By Room or Patient

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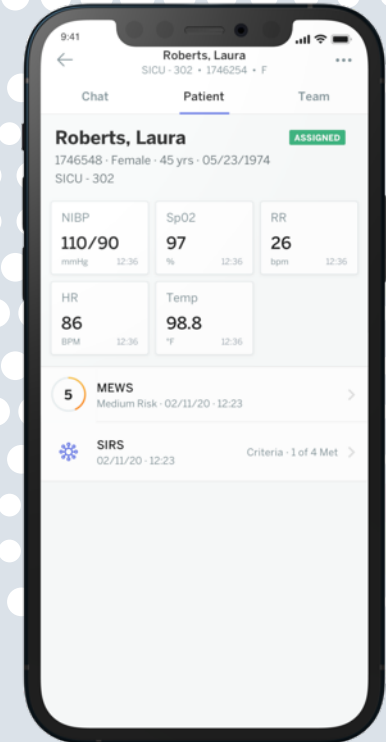
Augment Workflows with Powerful Third-Party Client Integrations
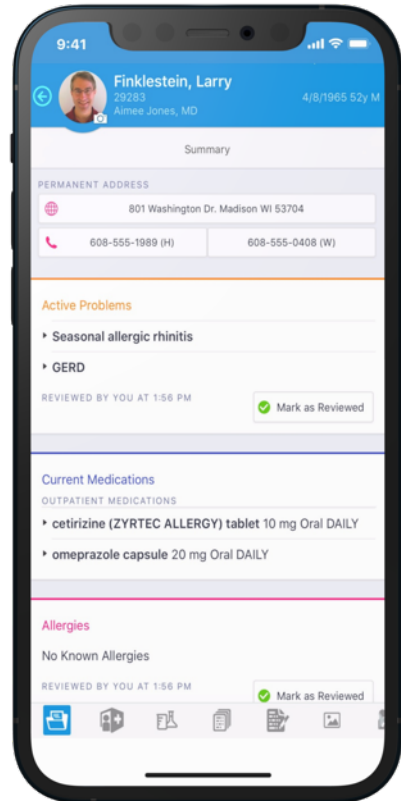
EHR
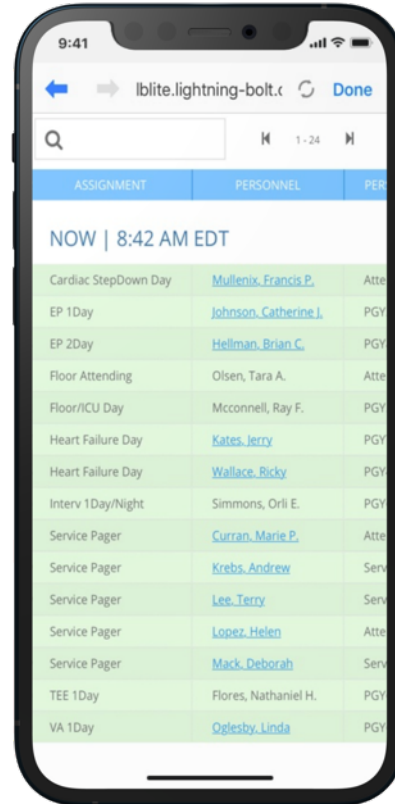
On-Call

Waveforms
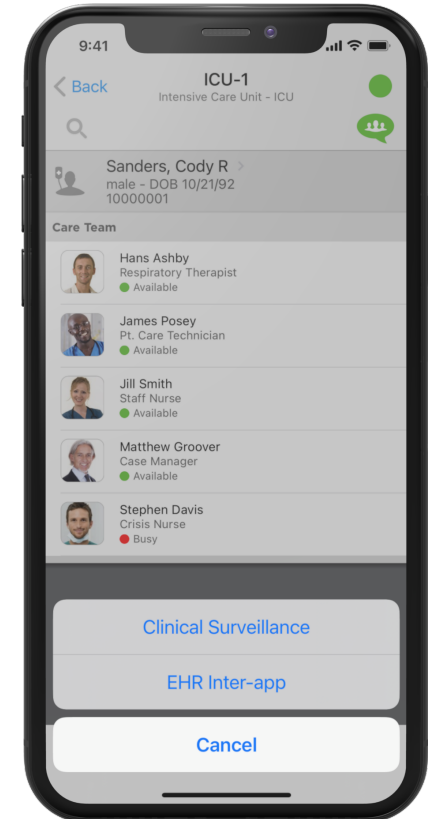
Customizable

Simplify Login with
Single Sign-on (SSO)

- Allow for fast login for users who are already signed in with Epic

- Support for most SAML and OAuth 2.0 identity providers (IDP)

- Disable and remove username/password fields

- Use on your mobile and desktop
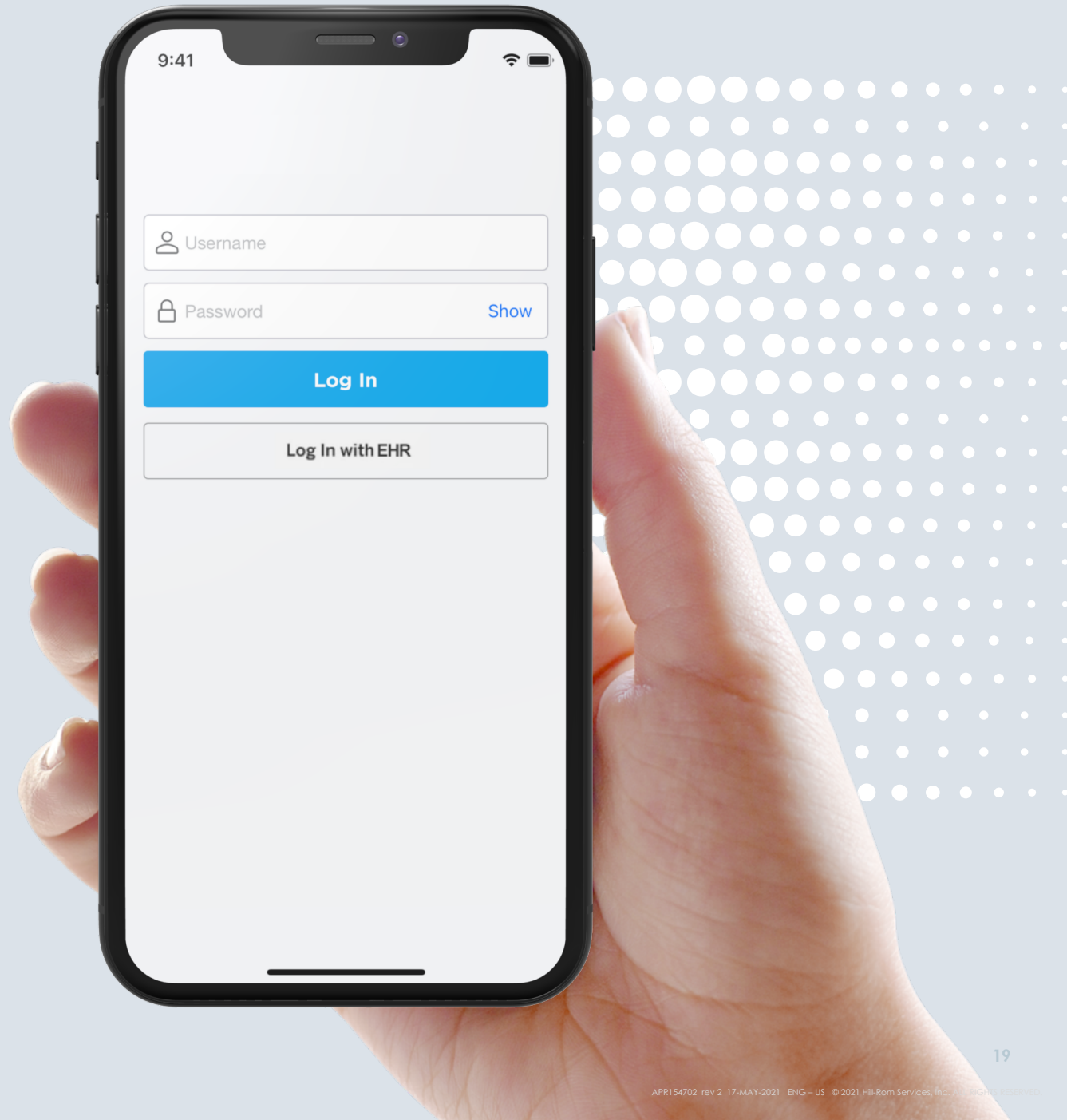
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Providers

Making Voalte Me™ so useful,
doctors won't be caught without it.

Voalte Me™
Guiding Principles

Accurate: Staff can reach out to the correct provider at the correct time

Private & Personalized: Providers can take control over how they are contacted by staff and patients

Easy to use: Clinicians can spend less time using an app and more time on patient care

Hillrom™

Available Today

Accurate

EHR Treatment Team integrations

Exclusive role extensions

Call forwarding

On call schedule deep links

Role-based paging integrations

Private

Hide your personal number when calling bedside staff

Unavailable mode: appear offline in the directory, reducing reach-outs when not on service

Familiar pager workflows notify providers of pages, even when their phone is set to DND

Easy

One-swipe to EHR app: view and sign orders

One-tap SMS enrollment

Biometric quick login

SSO integration with your EHR

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Simplify Physician Collaboration

Ensure each important detail is at arm's reach, inside or outside of the hospital.

- Communicate directly with the care team
- View the on-call schedule and upcoming schedule
- Receive context-rich lab results, code alerts and pages
- Consolidate incoming data
- Download the app and start using it quickly

9:41

2:28
Friday, September 14

Press home to open

Elevate the Patient Experience.

Empower your caregivers to act on patient needs quickly and efficiently and watch patient satisfaction scores rise.

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Connect When You're Away from the Bedside

- Allow the caregiver to call the patient whenever, from wherever

- Don't wait for a nurse call request to contact your patient

- Save PPE for when it's critical that the caregiver enters the room
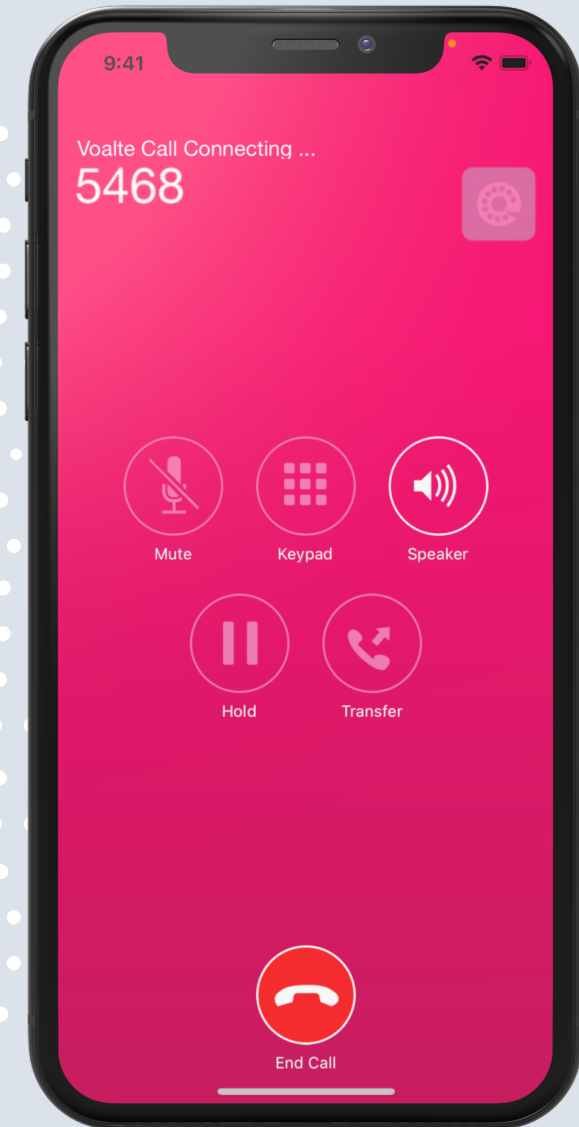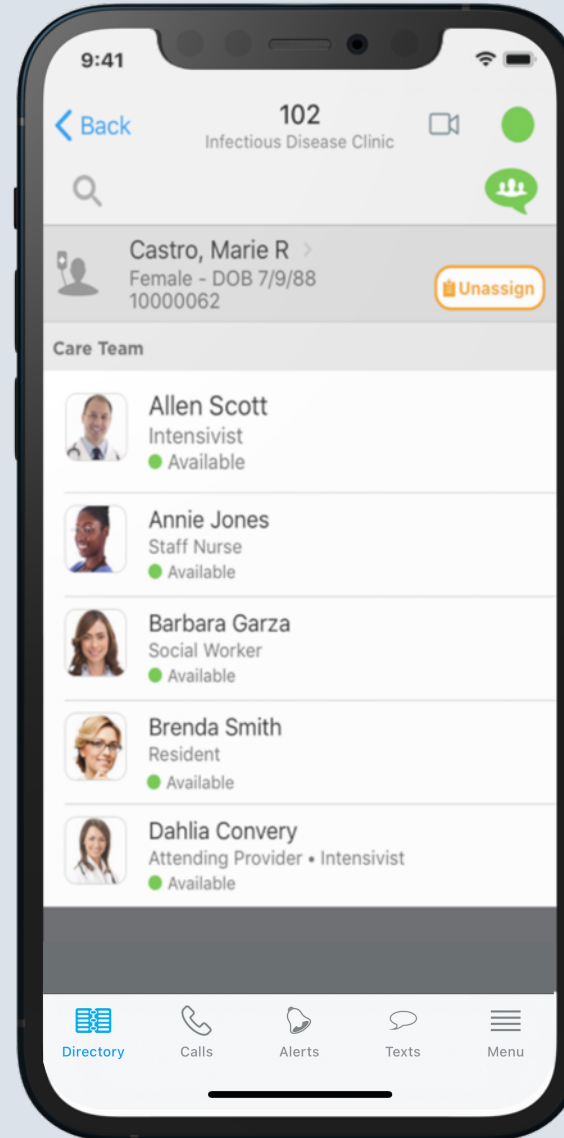
Collaborate More and Reduce Wait Time for Patients

60 min

LESS WAIT TIME IN ED [1]
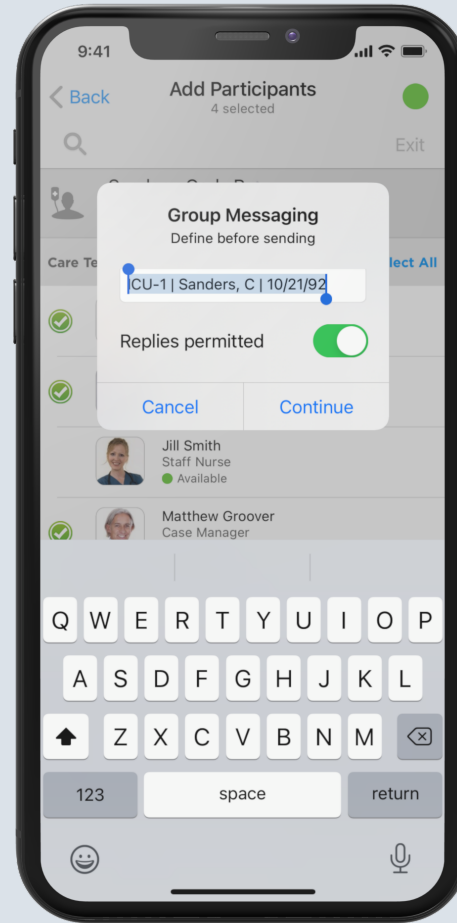
Start a Group Message
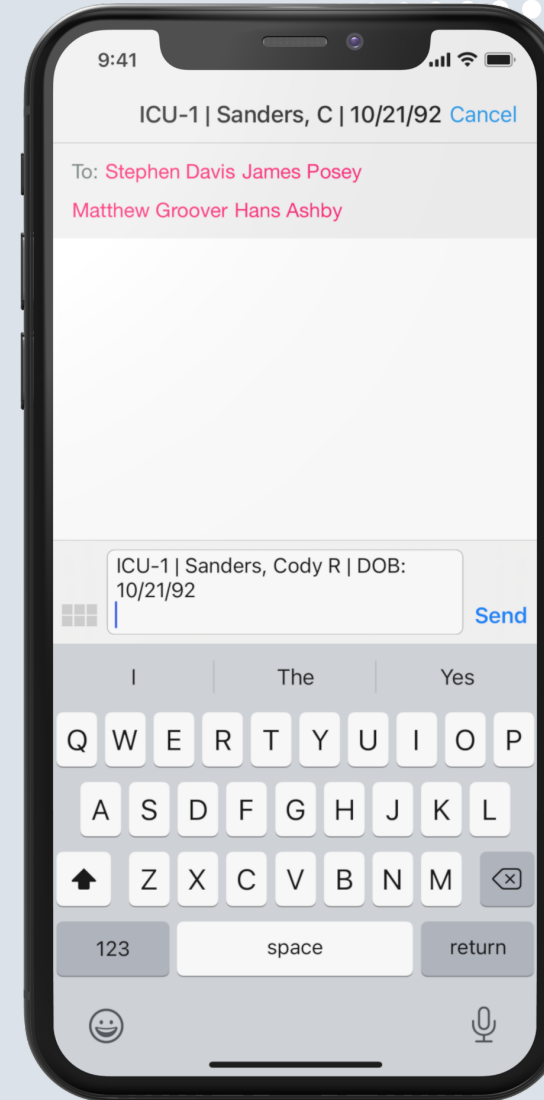
Patient Details Included
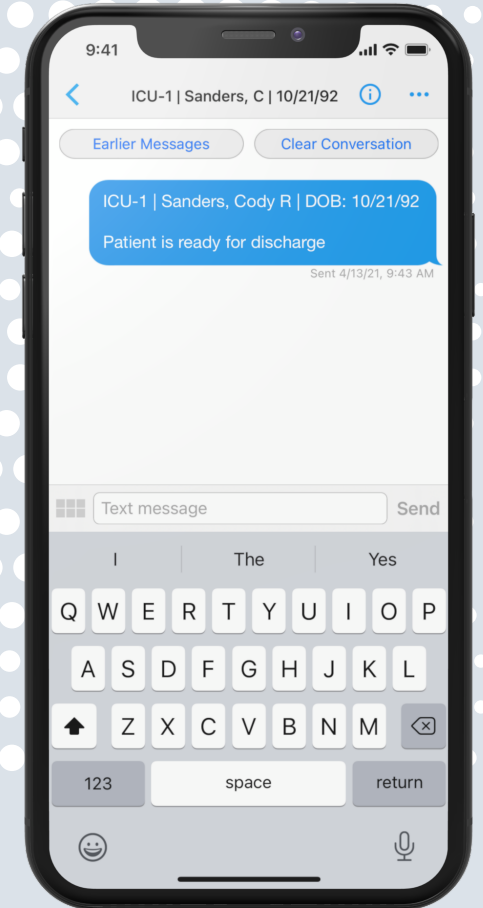
Seamless Messaging

Hillrom™

Direct Communication With Caregiver to Patient Inter-App Video Calling

- Call patients via iPad or tablet at the bedside

- Remotely check in with patients and family members

- Support third-party inter-app partners:
    - Apple FaceTime
    - Zoom
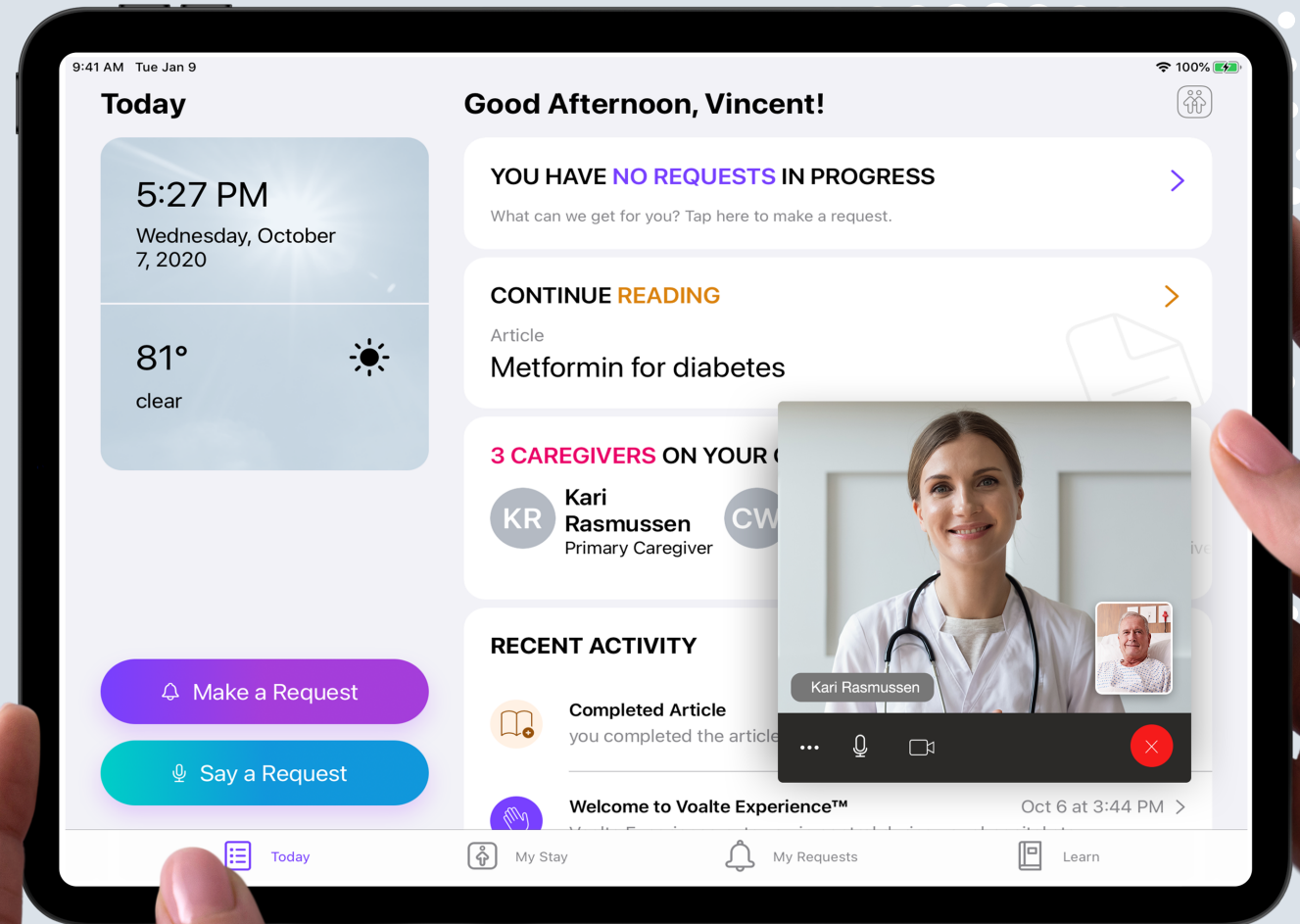
Hillrom™

Count On The Experts

Our experienced clinical and technical staff will help bring you a reliable, integrated mobile solution your team will use.

Hillrom™

Supporting You from Design to Go-Live and Beyond

Guidance and Expertise

Experience and best practices

- 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

Platform installation and configuration

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

Clinical & Directory Design

Workflow optimization and directory set-up.

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

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Clinical Workflow Design

Ensure workflows are designed to drive efficiency, enhance patient care and deliver tangible outcomes.

Clinical Walkthrough

- Meet with unit managers and leaders
- Conduct unit workflow observations
- Establish current state mapping
- Document code procedures
- Inventory technology ecosystem
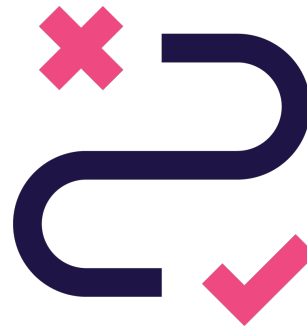
Directory Design

- Meet with unit managers and leaders
- Map future-state
- Design directory structure
- Build interactive units, roles
- Plan unique workflow
- Configure clinical features
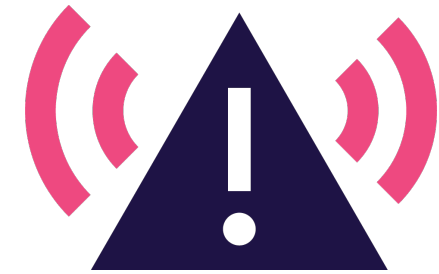
Alarm/Alert Design

- Map future-state
- Prioritize alarm/alert and ringtones
- Develop assignment process and escalation rules
- Collaborate across multiple vendors
- Test functional and user acceptance
- Conduct simulation exercises

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Optimize Your Communication Strategy with Voalte Insight™ Solution

Deliver meaningful data in easily accessible reports and leverage data to monitor, analyze and optimize communication.

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Voalte Insight™ Solution

Deliver meaningful data in easily accessible report.
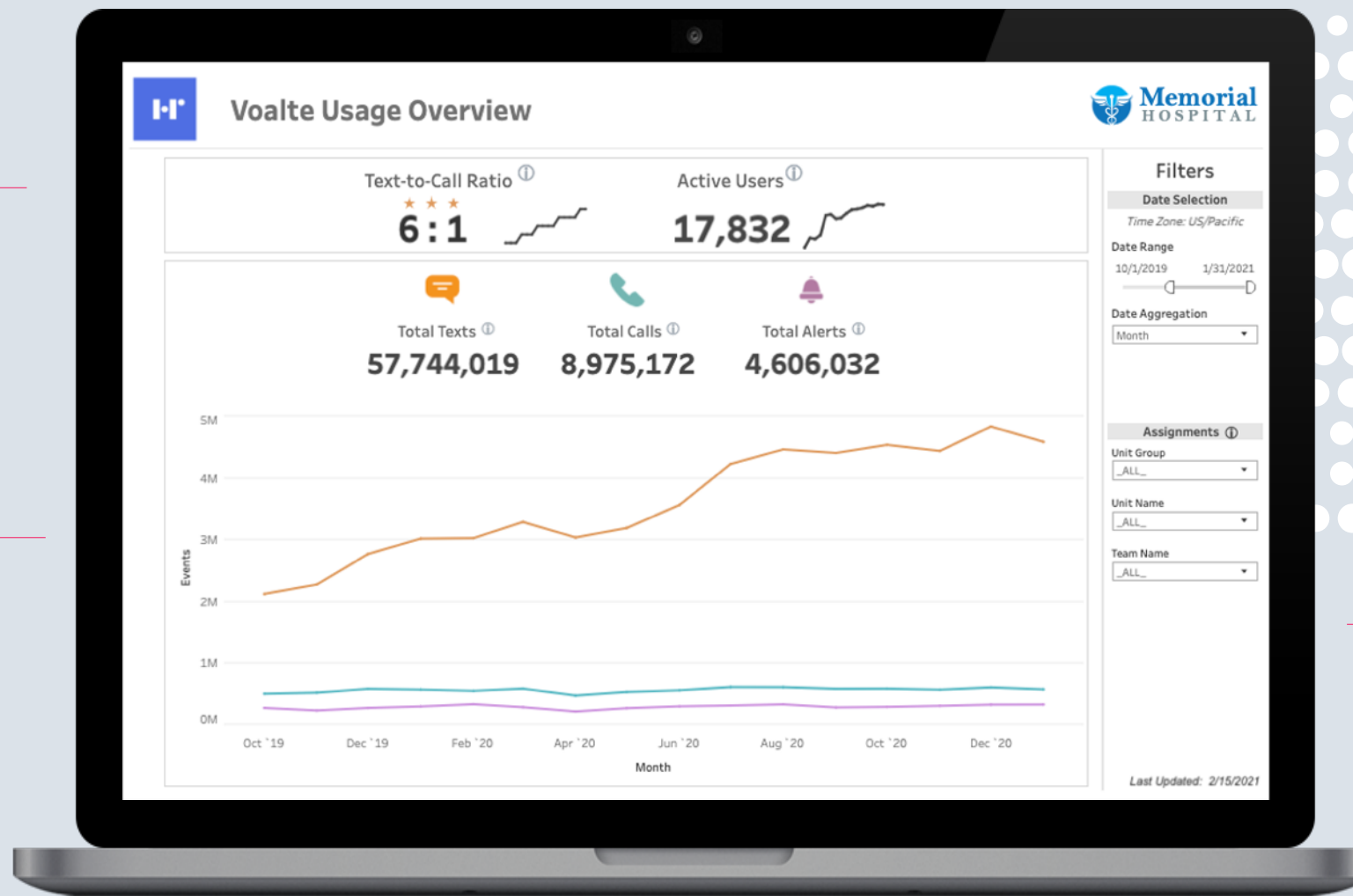
- Reduce alert fatigue

- Address breakdowns in care delivery

- Drive adoption

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Enterprise Visibility

Benchmark communication efficiency

Trend growth for up to 3 years
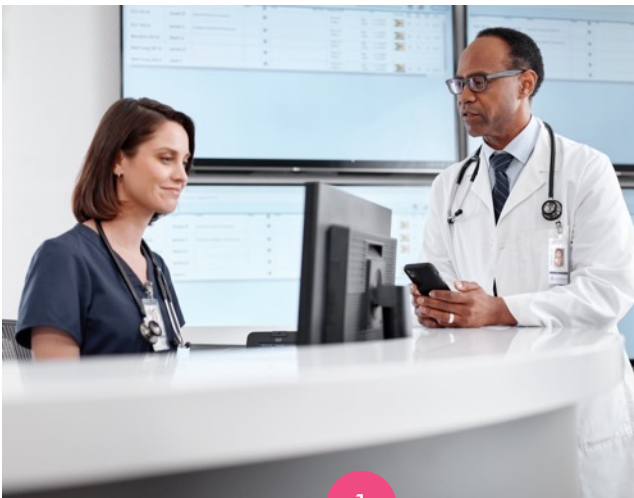
Monitor all sites in 1 view

Clinical Collaboration is the Core of Voalte® Mobile Solution.

We believe in continuous innovation to advance collaboration and communication for caregivers. As your needs grow, your solution should grow and adjust with you.
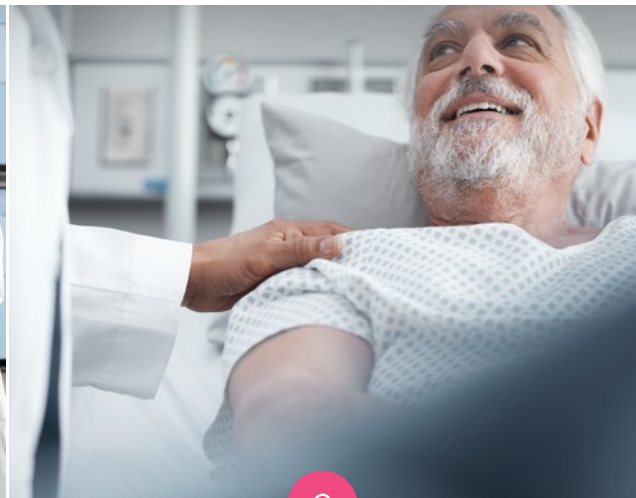
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Give Your Care Teams More Power by Expanding Mobile Capabilities.

1 New collaboration methods across care teams

2 Transition care from reactive to proactive
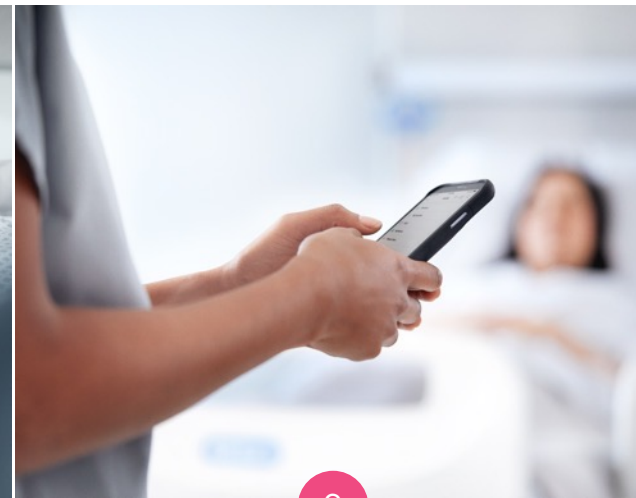
3 Take alerting workflows to the next level

4 Improve provider experience

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One Place for All Patient Information.
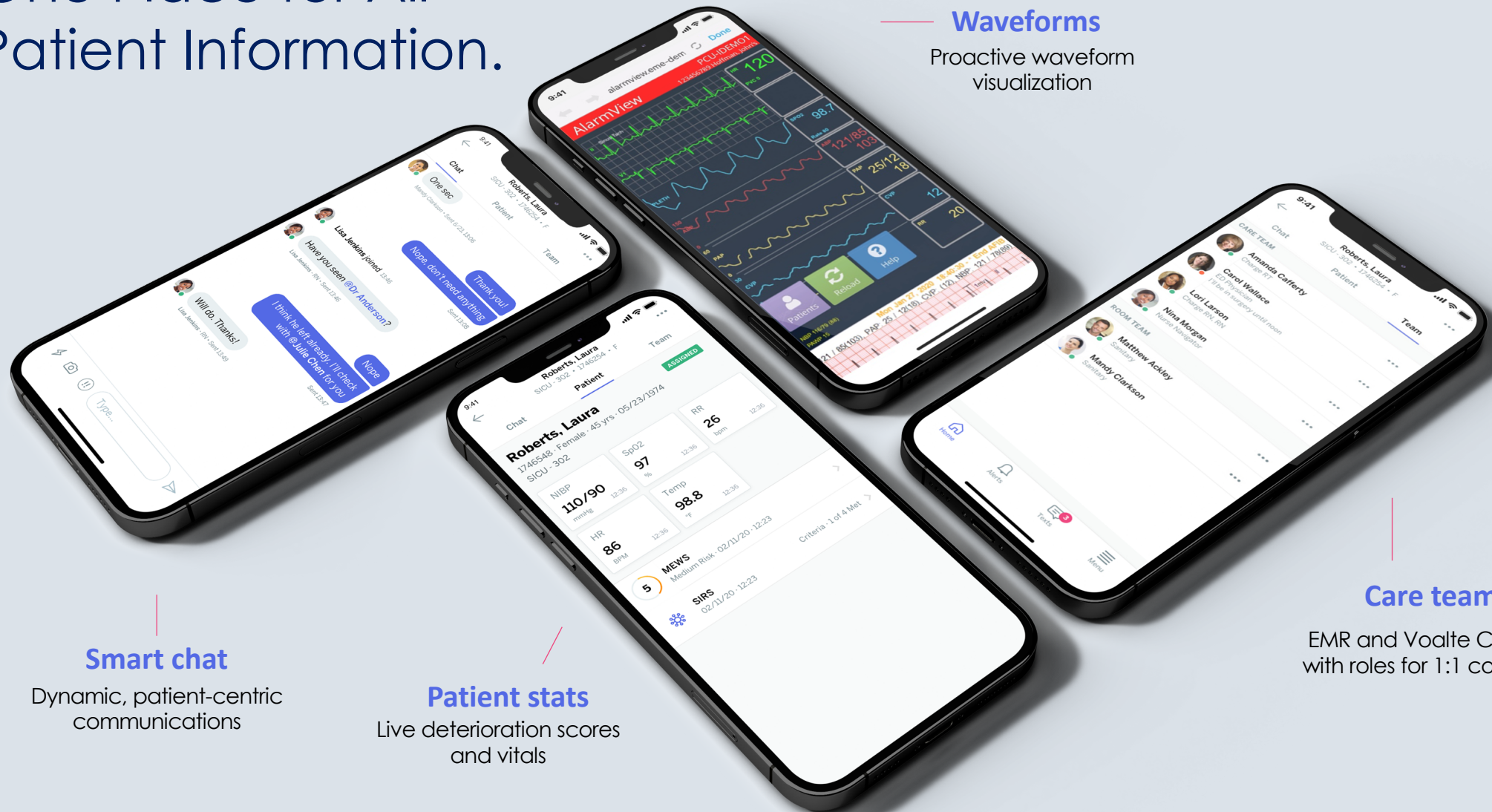
Waveforms
Proactive waveform visualization

Smart chat
Dynamic, patient-centric communications

Patient stats
Live deterioration scores and vitals

Care teams
EMR and Voalte Care Teams with roles for 1:1 collaboration

Voalte Family™ Messaging

Give families the comfort of connecting with their loved-one and knowing what is happening when.

Provide caregivers with the means to communicate with family members to put their minds at ease.

*Coming 2021

Hillrom™
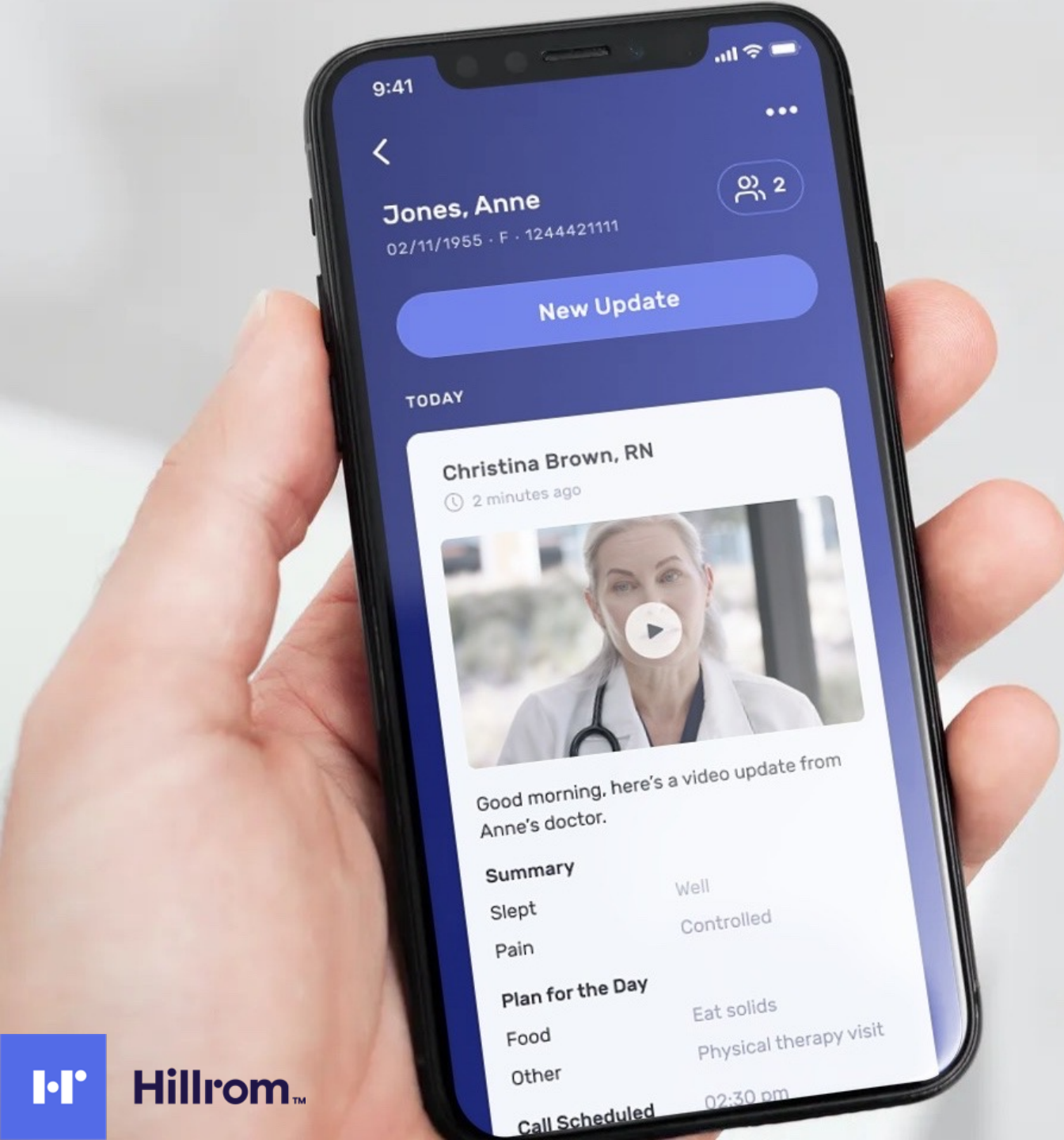
Voalte Family™ Messaging

CONNECTING FAMILIES

Long-term inpatient and operating room updates

- Photo, video, emoji attachments
- Structured progress updates for the family
- Schedule a call

Nurses and social workers provide updates to families on their schedule

- Reduce anxiety for families and save nurses' time
- Real-time translation for non-English speakers
- Easy, password-less onboarding for family members

Integrated to Voalte® Mobile App

Voalte® Mobile Solution

Empowering Your Caregivers with Mobile Communications

Available standalone or as part of Hillrom's Voalte® Platform.

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

NURSE CALL

PATIENT ENGAGEMENT*

ALERT & ALARM MANAGEMENT

MOBILE APPLICATION

PATIENT DATA VISUALIZATION

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REPORTING AND ANALYTICS

SYSTEMS INTEGRATIONS

CLINICAL DESIGN, IMPLEMENTATION AND SUPPORT SERVICES
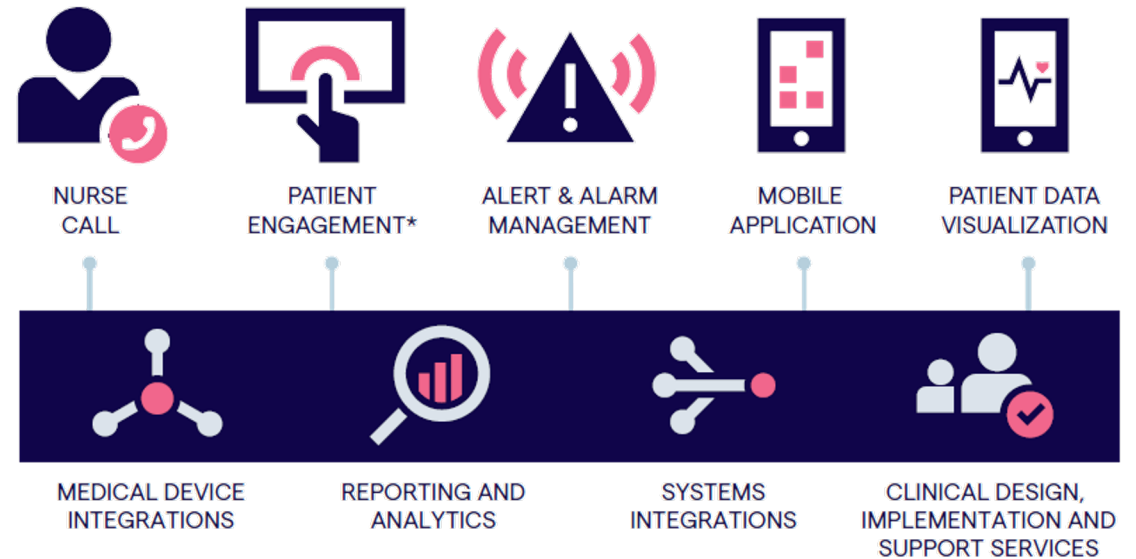
Hillrom™

Thank you

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™