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PIH HEALTH

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>
> Carole Snyder
> Program Manager, Emergency Preparedness, PIH Health

OVERVIEW

PIH Health is a regional nonprofit healthcare delivery network that serves more than 2.1 million patients in Los Angeles and Orange Counties, as well as the San Gabriel Valley Region. The fully integrated network, comprised of PIH Health Hospital - Whittier and PIH Health Hospital - Downey, features multiple outpatient medical offices, a multi-specialty medical group, home health and hospice care as well as heart, cancer, stroke, women's health and emergency services.

CHALLENGE

As a multi-disciplinary health system that employs more than 5,200 and serves as a disaster resource center for Los Angeles County at its Whittier hospital campus location, PIH Health has a significant number of individuals to notify during an emergency—let alone during regular operations. The organization also wanted the ability to reach nurses and on-call staff members more expediently.

SOLUTION

PIH Health uses Everbridge's Unified Critical Communication Suite to more rapidly deliver emergency and operational messages to all employees, across all devices and contact paths. PIH Health administrators can now use the system from a mobile application to communicate code triage alerts, activate crisis response teams and fill open shifts.

QUESTIONS & ANSWERS with Carole Snyder, Program Manager, Emergency Preparedness, PIH Health

WHAT WERE SOME OF PIH HEALTH'S CRITICAL COMMUNICATION CHALLENGES PRIOR TO DEPLOYING EVERBRIDGE?

Prior to the Everbridge launch, we had an emergency communication system in place that took more time to deliver a message and it reached a smaller number of people using separate contact paths. We would make contact via text message, a landline and on email, among other communications channels.

HOW DOES EVERBRIDGE HELP YOU ADDRESS THESE COMMUNICATION CHALLENGES?

Since using Everbridge, we have found that we can call out to 5,200+ employees in a shorter amount of time. The program is designed to hit all pathways— email, text messaging, voice messaging and more. Our members can't respond 'yes' fast enough to confirm and stop the Everbridge messages from escalating to another pathway.

HOW DOES PIH HEALTH USE EVERBRIDGE TO COMMUNICATE DURING AN EMERGENCY?

Communication during a real emergency event can be challenging, but now we're able to send one message, using one voice, to all PIH Health employees or to a designated group of employees within the organization (e.g. to the crisis response team). This helps to stop any rumors and misinformation.

We have developed a crisis response team for both PIH Health hospitals and the medical group. That crisis response team involves management, administration, facilities, key individuals and nursing leaders. We now use Everbridge during drills and actual events to communicate to the crisis response team and to facilitate getting the hospital command center manned as quickly as possible. When they see the Everbridge message, they know this is a real event and that they need to head to the hospital.

DESCRIBE SOME OTHER SCENARIOS AND INCIDENTS WHERE PIH HEALTH USES EVERBRIDGE

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Having the mobile application on my iPhone is also nice. We can message out from anywhere in the building, anywhere in the city and from home. We have even been able to trigger a Code Triage from home using the mobile app. We can also trigger the Decontamination (Decon) Team from the mobile app from offsite to ensure that we have the right team responding and taking care of situations/or patients.

We also use Everbridge to communicate with volunteers, contract staff and physicians. The Information Solutions team is on the system for times when we need to reach them. During information solution implementations, we've utilized the Everbridge platform to keep the IS team abreast of what was going on with their teams during the launch.

HOW DID YOU DECIDE TO USE EVERBRIDGE FOR NURSE STAFFING AND SCHEDULING?

One day I was in the Emergency Department and observed the charge nurse rapidly dialing through the roster looking for a nurse to cover a sick call. I approached the charge nurse and asked if she thought a one-time call out to all day shift nurses utilizing Everbridge would be helpful. I demonstrated how the system could help and we adopted it for this use.

Now, our charge nurses use Everbridge every day in the Emergency Department and in the Observation Units and no longer use call trees.

The staff nurses also like the new process for staffing. After they receive an Everbridge message, they know if they wait around to return the phone call, they won't get the extra shift. They need to call back immediately because everybody gets the message at the same time.

PIH Health neither endorses nor in any way guarantees any benefits of using Everbridge in any other organization

THE ONLY END-TO-END PLATFORM

Communicate Securely and Quickly: Everbridge provides healthcare organizations with the unified critical communications platform needed to deliver high-quality patient care while efficiently keeping staff connected, without violating HIPAA privacy rules.

Automate Nurse Staffing Callouts: Spend more time focused on patient care and less time dialing to fill missing shifts. **On-call Scheduling** uses real-time shift calendars and integrated on-call notifications to automate the tedious process of contacting off-duty staff.

Better Manage IT System Outages: EHR, HIMSS & Clinical Information Systems— Technology is everywhere in the hospital. When IT outages happen they can delay care, frustrate employees, and cause lost revenue. IT Alerting helps you restore IT system outages and quickly keep internal stakeholders informed.

Reduce Code Alert Errors: Cut the time it takes to issue and respond to yellow, red, pink, black, and stroke code alerts with communications that require incident-specific, pre-defined notification procedures. Incident Management speeds up STEMI alerts and notifies emergency room personnel, cardiac catheterization laboratory technicians, and cardiologists faster.

Speed Up Emergency Communications: Stay coordinated and keep employees informed during regional tests and real-life events. Mass Notification reaches your staff members during emergency situations and mass casualty events quickly —across smartphones, landlines, email, digital displays, SMS, and push notifications.

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.

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