



Ascom Unite Collaborate—facilitate patient-centric communication between care team members



- Quickly communicate and share patient information across an entire care team
- View EMR patient information on a mobile device at the point-of-care
- Access patient list including “My Patients” or “All Patients” on a unit or ward

Improving communication between care team members and helping them share the latest patient information necessitates a collaborative care approach utilizing advanced communication tools.

Enabling a collaborative care approach

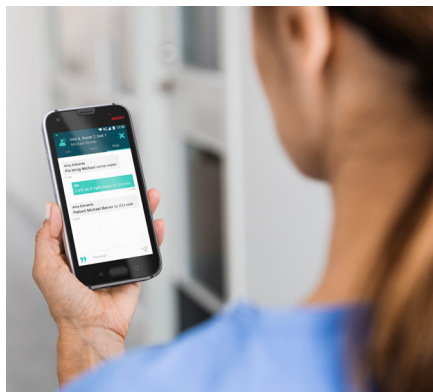
Healthcare is a team sport requiring multiple, skilled resources to effectively administer patient care. Many tasks caregivers perform are particularly time sensitive. This specialized care team environment necessitates highly interactive and timely communications. Unite Collaborate helps ensure continuity between caregivers by enabling patient-centric communication among care team members.

between them. It enables display of the care team from your assigned patient list with the ability to engage in a care team chat or initiate a direct conversation with a specific team member. This helps prevent needless work interruptions, and gives you the option to send a message rather than interrupt with a phone call. This application also provides secure access to patient demographic information stored in the electronic medical record. This potentially cuts down on time spent gathering or accessing relevant patient information.

Binding the care team together

Communication and collaboration among caregivers must be emphasized, as it is frequently identified as causing errors in patient care¹. The Unite Collaborate mobile app helps minimize these communication deficiencies by providing a platform to effectively bind the care team together, no matter the distance





Closing information gaps

Clinical communication is a fundamental component of modern healthcare. Poor communication can create situations which negatively impact caregiver efficiency and put patient safety at risk².

Facilitating a coordinated system of caregiver communication enables caregivers to be better connected and speeds up the communication process. It is estimated that up to 80% of clinical information exchange comes from colleagues³.

Benefits

- Helps minimize interruptions when a caregiver is busy with a patient
- Keeps care team members better coordinated in delivering care
- Facilitates care coordination for staff both inside and outside the hospital
- Enables caregiver mobile access to patient data, my patient list and all patients
- Provides access to patient-centered chat history across care team shifts.



KEY FEATURES	FEATURE DESCRIPTION
View patient assignments	Ability to view “my patients” or “all patients” on a unit or ward
Access patient information	View patient health information from the EMR at the point-of-care
Access staff directory	Search staff directory by name from your mobile device
Secure text messaging	Create and send secure text messages to care team members and staff
Message delivery and read receipts	See when message reaches recipient and when recipient opens the message to read.
View entire patient conversation feed	Provides complete patient conversation history for all messages
Image, video and audio attachments	Ability to include multi-media attachments to quickly enhance message context

1. O'Daniel M, Rosenstein AH. Professional Communication and Team Collaboration. In: Hughes RG, editor. Patient Safety and Quality: An Evidence-Based Handbook for Nurses. Rockville (MD): Agency for Healthcare Research and Quality (US); 2008 Apr. Chapter 33. Available from: <https://www.ncbi.nlm.nih.gov/books/NBK2637/>

2. US Joint Commission, Sentinel Event Statistics Released for 2014; Most frequently identified root causes for Sentinel Events (page 1); April 29, 2015 Available from: http://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&cad=rja&uact=8&ved=0ahUKewje9LHbjbnWAhWi7oMKHdPaC-MQFgg-0MAE&url=http%3A%2F%2Fwww.jointcommission.org%2Fassets%2F1%2F23%2Fjonline_April_29_15.pdf&usg=AFQjCNH1Ss27m1IG9hYANtyBeroFV-bpnw

3. Coiera, E. (2006). Communication Systems in Healthcare. Clinical Biochemist Reviews, [online] 27(2), p.89. [15 Mar. 2016] Available from: <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1579411/>

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