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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.

PROBLEM

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

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

Q&A 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

About Everbridge

Everbridge is a leading unified critical communications platform trusted by corporations and communities of all sizes that need to reach the right people for immediate action, collaboration, and decision-making. Connecting millions of people and internet-connected devices, the company provides reassurance that secure, compliant messages are delivered, locally and globally, received and responded to, no matter the recipient's location. Everbridge is based in Boston, Los Angeles, San Francisco, Beijing and London.

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

