



# Sharp HealthCare expedites end user communication with xMatters

Sharp HealthCare is San Diego's leading healthcare provider, with approximately 2,700 affiliated physicians and over 19,000 employees working for patients and their families. With this much responsibility, they turned to xMatters to save valuable time in communicating, paging, integrating disparate processes, and driving the success of their major incident management processes.

## Highlights

- Sharp HealthCare increased automation by building integrations for previously disparate systems and tasks.
- They are continuously finding ways to expand their use of xMatters. Initially onboarded for the paging of incident tickets, Sharp is finding xMatters a valuable tool to help with other key communication processes.



# Background & challenges

Sharp HealthCare has partnered with xMatters for years, initially using the tool to manage their IT on-call rotations and to send notifications about incident tickets. They also used xMatters for a basic major incident communication process, where they sent communications to customer groups and paged teams to alert them of the different types of conference bridges that are necessary to manage active incidents. However, this process required manual updates to get the communication message synced across multiple platforms, which increased the time to communicate and added the risks of human error and inconsistencies.

**Scott Krause**  
Manager, IT Service Management

“Seconds and minutes can make a big difference to our front-line practitioners and patients, and the integration and automation we’ve achieved in our major incident response process with xMatters helps us ensure we’re doing our part to enable a positive experience.”

# Solutions

As they continually work to improve their major incident process, Sharp HealthCare found themselves challenged to find a better way to communicate to the organization during an active major incident. They needed a method that was more efficient, reached more people in a timely manner, and kept the messaging consistent across communication platforms. Sharp HealthCare took inspiration from the xMatters Statuspage, says Caitlin Cummings, Enterprise Incident Program Manager at Sharp Healthcare. “We were looking for a more automated way for our entire workforce to stay informed when there is an impactful major incident. We liked the look and feel of status.xmatters.com and we discovered that xMatters has a built-in integration with the Atlassian product Statuspage, making it relatively straightforward to set up.”

The team established their Statuspage and used xMatters Flow Designer to integrate this new tool into their workflow, consulting with xMatters team members along the way. “It was seamless. It almost felt like your implementation team was part of Sharp already,” said CJ Schafer, Technical Systems/Programmer Analyst.

Now they are able to make unified updates across multiple platforms, and it takes “no more than a minute, tops.” Schafer said. “We type our messaging into a single form in our ITSM tool, Ivanti. We press the send button, and it updates everything”, Cummings shared. “Now when we press ‘Send’, our xMatters workflow updates our specific customer group directly, it updates our Statuspage, and a widget on the homepage of our intranet site is updated so that every Sharp employee has easy access to the information.”

## Reaping the benefits

While the new integration with Statuspage and xMatters has only been in production for a few months, the team members who run active major incidents at Sharp HealthCare have already seen an improvement in their Time to Respond, a key communication metric. “The ease of completing all communication updates with one click has really been a load off our shoulders. Running an active major incident involves juggling a lot of moving parts. xMatters has removed some of those balls in the air for us,” Cummings said.

They’ve also had positive anecdotal feedback from their end users, many of whom are responsible for direct patient care at their hospitals and clinics. “We’ve seen a decreased load on our helpdesk staff during an active major incident, because employees can easily find the most updated information about what’s going on without calling in. We’ve had caregivers share that the new method of communication is really helpful for them. They can stay updated without picking up the phone,” said Cummings.

Keeping the frontline practitioners informed is essential to providing excellent patient care. They need to know what’s going on so that they know when to modify their workflows and move to downtime procedures to ensure continuity of care during a major incident. “Seconds and minutes can make a big difference to our front-line practitioners and patients, and the integration and automation we’ve achieved in our major incident response process with xMatters helps us ensure we’re doing our part to enable a positive experience,” said Scott Krause, Manager of Sharp HealthCare’s IT Service Management department.

## Continual improvement

With the success of the communication improvements in the major incident process, Sharp HealthCare is looking at ways that xMatters can help improve processes in other ITSM modules. The simplicity of Flow Designer has allowed the IT Service Management team to think about ways that xMatters automation can be applied to service management practices such as event and problem. “We run on a continual improvement model, and the automation that xMatters offers, as well as the ease of setting up the integrations made our wheels start turning in the other areas that we support,” said Cummings. She explained that they will continue to seek avenues to increase the use of xMatters workflows because of the success they’ve had thus far.



“We’ve been able to get teams together faster to solve problems and get communication out to our end users.”

“We’re able to be more agile out in the field and give better patient care when there is a major incident because of xMatters.”

**Caitlin Cummings**  
Enterprise Incident Program Manager



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