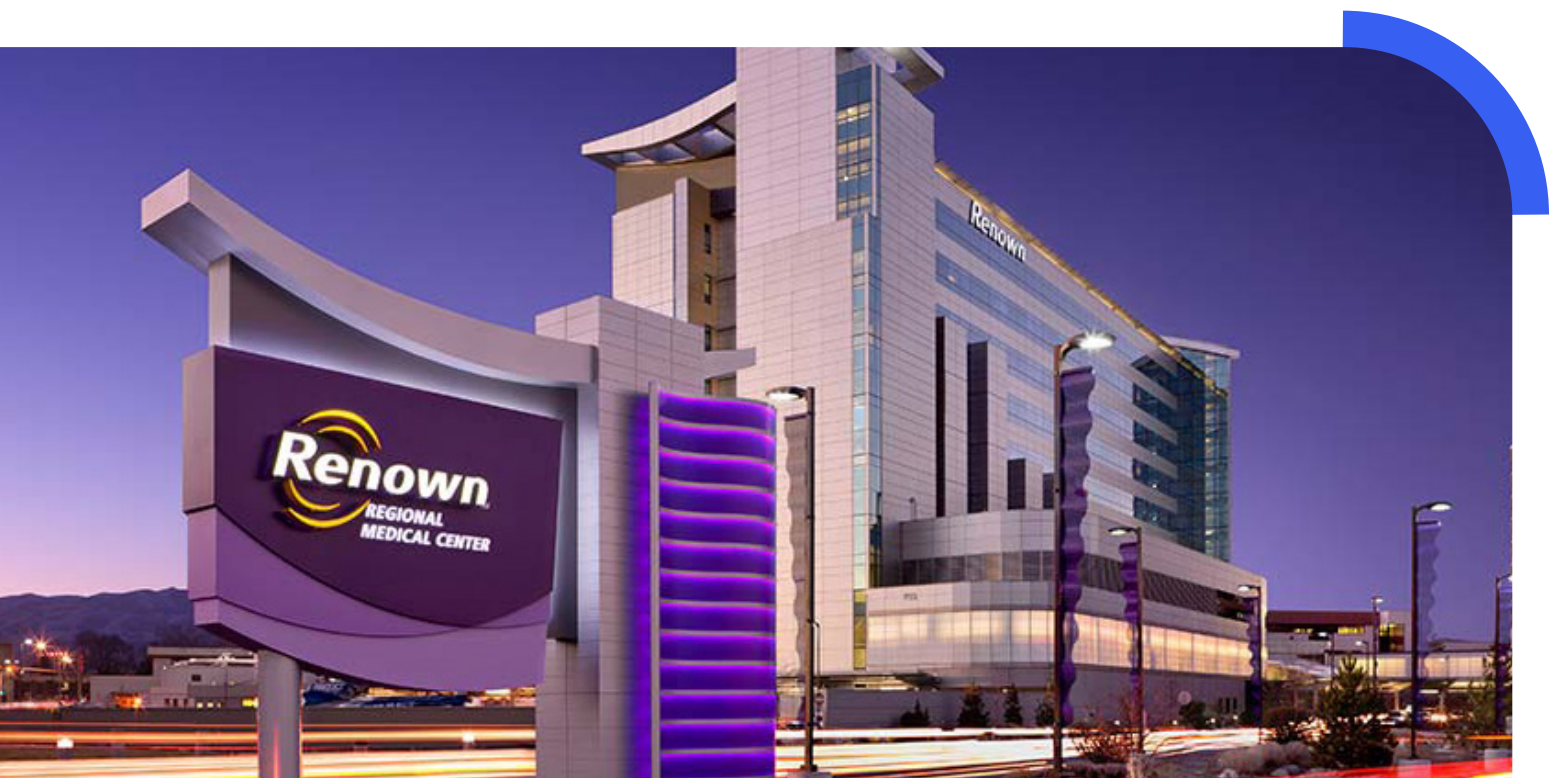everbridge™ + **Renown** HEALTH

Renown Health improves patient care with Everbridge

Renown Health is Nevada's largest, not-for-profit integrated healthcare network, with a diverse workforce of more than 7,000 employees. They serve an area of about 80,000 square miles, covering all of northern Nevada to portions of Northern California. They have about 4,000 trauma activations per year.

With a mission to create a better system of care to serve their patients and community, they required a more sophisticated notification and alerting system to help hospital workers perform more effectively and efficiently.

Highlights

- 85% reduction in time to send notifications

- Charge nurses successfully sent alerts even during instances of downtime

- Targeted alerting eliminated thousands of extraneous pages per year

- Implementation and deployment only took two weeks

Challenges

Prior to Everbridge, Renown Health used an alphanumeric paging service that relied on a WiFi connection. This tool would send a message to a pager that was carried by the trauma team members. The emergency department charge nurse would then have to access a website to send a page and enter free text to alert the team. This also posed a problem in the event of network issues.

Hospital workers had many pain points with this, especially in recent years as the pager service coverage became very unreliable in certain parts of the hospital and was time-consuming. It also required the team members to pass the pager on from one person to the next as shifts changed.

Moreover, a lack of consistent formatting of the message created some variability based on the operator who sent the message, and there was no confirmation or reliable tracking.

Solutions

Renown Health selected Everbridge Mass Notification to help solve their operational challenges.

Ability to send alerts in event of WiFi issues

Everbridge solved the issue of the reliance on a WiFi connection by building in escalation groups so if a phone notification was unanswered or unconfirmed, Everbridge would then contact a landline phone for that department.

Several weeks after final implementation, there was unplanned internet downtime at the facility. They had three high-level trauma patients arrive within the first hour and all were paged effectively with the entire team arriving on time. This was their first real-world test of the redundancy that Everbridge had created, and it was a success.

> "Everbridge allowed us to consolidate our platforms and standardize our approach to activating high acuity alerts for all our special patient populations including stroke, cardiac, sepsis, and trauma activations. The reliability and simplicity of the platform increase safety by ensuring messages reach the staff quickly and consistently."

Erik Swanson
Renown Health

Targeted and streamlined messaging platform

With their prior system, there was a lack of response from team members who were not properly notified when they needed to be. In the worse cases, this led to a very delayed response from key team members who were essential for the rapid treatment and resuscitation of critical trauma patients. As a temporary solution, the charge nurses were instructed to send a second message to certain providers via the hospital communications platform. This was not an effective system because it doubled their work and took more time away from their primary duties.

Everbridge really helped to simplify the job of the charge nurses, not only improving their efficiency but also positively impacting overall safety. Prior to Everbridge, it would take about one to two minutes to send alerts to the appropriate people. Everbridge was very fast and easy for the charge nurses to use, reducing the time to send messages to about 15 to 30 seconds.

An example of this streamlined process is that, previously, for stroke alerts, all neurologists were in the stroke alert contact group and would receive the calls and texts—even when they were off duty. By implementing the contact scheduling calendar, they are now able to ensure that only those providers on shift receive the message.

The Everbridge system has also cut down on unnecessary alerts for users. For instance, pediatric traumas make up less than 10% of their volume but with their previous system, all users received messages for all traumas. Everbridge allows them to only message specific pediatric teams when they are needed to respond.

Overall improvement in communication among healthcare workers

Renown Health also dealt with some smaller issues, such as not having a template to standardize the scripting of the messages they were sending, which at times resulted in miscommunication. The importance of keeping a consistent formatting was helpful for the end users. Everbridge helped create a template that could be used, also helping to reduce time as well as miscommunication.

Now, being able to track message delivery and confirmation details in real time gives the Renown Health team peace of mind knowing that the appropriate parties have been notified. This level of detail also lends itself well to quality improvement practices by allowing them to track notification and arrival times.

Following the implementation of trauma paging, the team was able to demonstrate the value offered by the service and now have dedicated support from the IT department with a system administrator. This is a huge benefit for the entire organization that provides centralized support so the team can continue to leverage the platform in a way that best supports their operational goals now and in the future.

About Everbridge

Everbridge, Inc. (NASDAQ: EVBG) empowers enterprises and government organizations to anticipate, mitigate, respond to, and recover stronger from critical events. In today's unpredictable world, resilient organizations minimize impact to people and operations, absorb stress, and return to productivity faster when deploying critical event management (CEM) technology. Everbridge digitizes organizational resilience by combining intelligent automation with the industry's most comprehensive risk data to Keep People Safe and Organizations Running™.

For more information, visit Everbridge.com, read the company blog, and follow us on LinkedIn and Twitter.

Get in touch to learn about Everbridge, empowering resilience.