

Real-time Notifications Provide Critical Link in Healthcare Operations

UCI Health



University of California
Irvine Health



Healthcare



California, United States



7,000

BACKGROUND

University of California Irvine Health comprises the clinical, medical education and research enterprises of the University of California, Irvine. Patients can access UC Irvine Health at physician offices throughout Orange County and at its main campus, UC Irvine Medical Center in Orange, California.

UC Irvine Medical Center is a 411-bed acute care hospital providing tertiary and quaternary care, ambulatory and specialty medical clinics, behavioral health and rehabilitation. It is the primary teaching location for UC Irvine School of Medicine.

KEY CHALLENGES

Time is everything in the medical profession, so real time notifications are critical to UC Irvine Health. They had implemented a tool intended to deliver on this promise, however the tool ended up being inconsistent and difficult to use, so it was decommissioned. This left the organization with a serious problem and potential risk.

They needed to ensure critical communications and unscheduled system outage notifications were delivered and received in real time. Maintaining their EMR 6.2 level was another key objective.

SOLUTION

UC Irvine Health introduced three Everbridge Engage channels to address their communication challenges.



Desktop Alerts ensure high impact to get employee attention immediately, whether via desktop, mobile or digital signage.



Desktop Tickers newsfeed-style text scroll across the bottom of employees' computer screens to provide fast updates of information at-a-glance, with low staff intrusion.



Screensavers are powerful visual tools for staff reminders or promoting the organization's values, events and initiatives.



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APPLICATION

UC Irvine Health are proactive in letting staff know when there is going to be scheduled maintenance on any of the systems they use. An alert is sent to affected users giving them time to save or complete work before the system is taken offline.

When a system goes down unexpectedly, an unscheduled outage notification is sent out as soon as the IT department are aware of the issue. This greatly reduces the amount of calls into the IT Service Desk, allowing them to get the system back online as soon as possible.

Along with real time notification, the Desktop Alerts can also appear over the top of screensavers and other full-screen applications in cases of urgent and emergency messages.

In one unique case, a fire took out one of UC Irvine's data centers for over 12 hours. Rather than sending an alert out for each system that was taken out, and when they were subsequently restored, the scrolling ticker was used to keep everybody abreast of the situation.

Using Screensaver messages and scrolling Tickers, in addition to alerts, allowed them to layer their communications based on relevance and urgency.

UC Irvine Health integrated the Everbridge Engage tools into their internal website using the API. This meant that the IT department could setup custom interfaces for specific administrators, enabling them to only perform certain tasks in the system. For example, sending unscheduled outage notifications to only specific departments.

RESULTS

Everbridge Engage has successfully addressed the issues of staff not getting real time notification messages. Staff who manage the critical communication have noticed a vast improvement in the reliability of getting messages out on time.

Integrating the solution with their internal website made management of a large number of users much easier for the IT department, and it has simplified the process for sending out communications for all users.

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ABOUT EVERBRIDGE

Everbridge, Inc. (NASDAQ: EVBG) is the global leader in critical event management and enterprise safety software applications that automate and accelerate an organization's operational response to critical events in order to keep people safe and businesses running. Everbridge is based in Boston and Los Angeles with additional offices in Lansing, San Francisco, Beijing, Kolkata, London, Oslo, Singapore, Stockholm and New Zealand.

The SnapComms company and solution portfolio have been acquired by Everbridge



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