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Steve Storbakken, Director of Safety
Providence San Fernando Valley

STEVE STORBAKKEN AND CONNIE LACKEY

Steve Storbakken and Connie Lackey understand hospital emergency preparedness inside and out. Storbakken chaired the Providence Health System Disaster Preparedness Taskforce, which serves 27 hospitals and 45,000 employees, and drives Providence San Fernando Valley’s emergency preparedness program as the director of safety for its three hospitals. Lackey, a registered nurse and Providence San Fernando Valley’s manager of emergency preparedness, has been active in numerous disaster preparedness initiatives for close to 15 years.

When Storbakken and Lackey identified the need for an emergency notification system to contact staff quickly and easily in a disaster, they knew early on that Everbridge Aware was the right solution for Providence San Fernando Valley. Most hospital technology teams are overburdened with managing critical systems, so it was important to find a solution that did not require significant support from internal teams to implement and manage. Storbakken and Lackey selected the Everbridge system for its versatility, functionality, reliability, and ease of use. With Everbridge, they never have to worry about hardware

Expert Insights: Providence Health & Services Cont.



*STEVE STORBAKKEN AND
CONNIE LACKEY CONTINUED*

or software upgrades or ongoing maintenance. Storbakken acquired funding from a grant administered through Los Angeles County to purchase the solution. Today, the Providence Health System corporate office leverages Everbridge Aware to tie together disaster communications for Providence hospitals and sources of help. Storbakken and Lackey have used the Everbridge system extensively in various incidents, such as the 2008 wildfires, and for all drills and exercises, such as The Great California ShakeOut and Golden Guardian exercise.

RECALLING STAFF DURING A WILDFIRE-RELATED FREEWAY SHUTDOWN

Many hospitals are prepared to deal with wildfires, but what happens in a disaster can vary dramatically from what was expected. In November 2008, Southern California was plagued by a series of wildfires. Though the fires themselves did not threaten Providence Holy Cross, the hospital felt its effects when local authorities closed all roads and freeways in close proximity to the fires, preventing 40% of the hospital's staff from being able to report to work. The hospital was operating at full capacity; many employees on shift had already worked overtime and were stranded at the hospital. How to staff the next 12-hour shift became a critical issue. Storbakken took action. Using Everbridge Aware, he targeted staff members in the departments where the hospital needed help—especially patient care departments such as nursing, tele, and ICU—asking team members to report to the hospital if it was safe to do so. Storbakken received an overwhelmingly positive response to his message and was able to find enough staff to cover the shift. We're prepared for patient surges and wildfires, but we hadn't planned on a localized incident like a highway blockage that would prevent 40% of our staff from reporting to work in non-emergency circumstances. Using Everbridge Aware, I contacted hundreds of patient care employees in the time it used to take to make one call

and fully staffed the shift within the hour. Steve Storbakken Director of Safety Providence San Fernando Valley A safety and emergency preparedness team uses Everbridge Aware™ to keep employees safe, manage staff during crises, and comply with regulatory agency requirements

Complying

COMPLYING WITH REGULATORY REQUIREMENTS

Seeing an opportunity to streamline communications in other areas of the hospital, Storbakken and Lackey rolled out Everbridge Aware to the regulatory compliance office and quality departments. The teams use the Everbridge system to notify staff when surveyors come in for lab, acute rehab, and neuroscience institute accreditation surveys as well as CMS (Centers for Medicare & Medical Services) and Joint Commission surveys. Everbridge Aware also provides hospitals with the ability to recall staff and show acknowledgement rates per Joint Commission requirements. Mock surveys help the team identify and follow up with people who did not respond in a timely manner to improve response rates during actual visits.

The regulatory compliance office and quality departments were hesitant at first to adopt a notification system for these critical activities. Because visits from regulatory agencies are sporadic and often weeks or months apart, the teams were concerned that using the system would be difficult. Lackey put their fears to rest. In one 20-minute session, Lackey trained them on how to send messages and create messages to be edited and sent at a later date. According to Lackey, "The team was absolutely amazed at how easy it is to use the Everbridge system."

MAKING NURSE CALLBACKS FASTER AND EASIER

Lackey is spearheading an initiative to use the Everbridge Aware system for nurse staff recall. Lackey worked as a night shift supervisor for many years and used to dread the arrival of 5:00 am because she had to make many individual calls to fill gaps in the next shift.

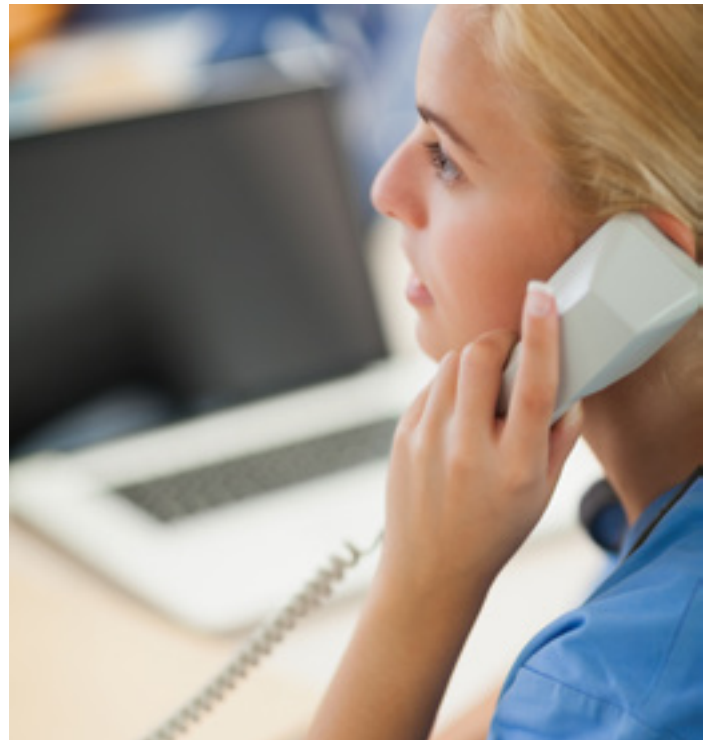


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MAKING NURSE CALLBACKS FASTER AND EASIER (CONTINUED)

If there was an emergency, she was often caught between needing to respond to the emergency and having to make calls to find extra help to manage the situation. After experiencing the ease of use and speed of Everbridge Aware for emergencies, Lackey saw an immediate opportunity to alleviate the time-consuming daily task of recalling nurses. Providence Holy Cross has tested the use of Everbridge for daily staffing and found it to be an excellent and time-saving tool. The Everbridge system helps keep staff focused on core tasks, increasing productivity dramatically as staff members are able to use their time more effectively and efficiently.



PEER-TO-PEER: STEVE AND CONNIE'S ADVICE

- Use cost centers for grouping employees. Grouping by cost center makes it much simpler to recall certain types of employees in specific departments (examples: Surgery, ICU, Tele, ER nurses).
- Find other applications for the Everbridge system in your day-to-day operations, such as nurse callbacks. The system can save you significant time and make your staff much more productive.
- Make sure you have a strategy for keeping contact data up-to-date, whether by integrating with internal systems of record or sending quarterly reminders to employees and others to update contact information.

About Everbridge

Everbridge, Inc. (NASDAQ: EVBG), is a global software company that provides critical communications and enterprise safety applications that enable customers to automate and accelerate the process of keeping people safe and businesses running during critical events. Everbridge is based in Boston and Los Angeles with additional offices in 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.



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