



“ The evolution of Everbridge has been a big help to our industry. We can provide our patients with the quality care that they deserve, and communicating critical messages back and forth to staff and outside healthcare stakeholders provides us with a more efficient communication system. The ability to share information and resources with everybody in the region, and within the state, is a huge benefit to everybody.”

Mark Petrone
John Dempsey Hospital

OVERVIEW

John Dempsey Hospital provides specialized and routine inpatient and outpatient services at the University of Connecticut, including support and services for the state’s Correctional Managed Health Care (CMHC) program. The hospital is home to the Connecticut Children’s Medical Center’s Neonatal Intensive Care Unit (NICU), and provides transport for NICU babies. John Dempsey Hospital also supports the only full service emergency department in the Farmington Valley.

PROBLEM

John Dempsey Hospital needed a solution for critical communication, including staffing requests, IT continuity, and coordination with regional healthcare stakeholders.

SOLUTION

The hospital chose Everbridge to support its communication needs, from notifications of IT system downtime to emergency procedures during major regional storms.

HOW DOES EVERBRIDGE HELP YOU ENSURE THAT RECIPIENTS GET CRITICAL MESSAGES?

From an emergency communications standpoint, it's really nice that I have access to the Everbridge system from multiple devices. I have it on all of my phones, so I can send a message from anywhere, at any time. People are amazed. They're like, 'Wow, you can do that?' And I'm like, 'Yeah, it's easy.' One of the other nice features of Everbridge is the reporting. When I show people how you can go into the report and find out how the message was received, then all of a sudden, it just eliminates all the doubt and question.

HOW DOES EVERBRIDGE HELP IMPROVE EVERYDAY PROCESSES AT JOHN DEMPSEY HOSPITAL?

Medical records are kept electronically these days, so our staff needs to know how to respond if a computer program or system goes down. In the past, our IT department would make phone calls, relying on a call tree to get the message out, which took a lot of time and energy. Now, with Everbridge, the message gets out a lot quicker – people are able to continue their work processes with very little frustration. When you're working with a system, and all of a sudden that system is down, quick notification helps reduce that frustration.

HOW DOES COMMUNICATION HELP THE HOSPITAL SUPPORT PATIENT NEEDS?

Our UConn Health Center Fire Department provides the neonatal transport team for our region. If there's a transport, that takes two firefighters and a paramedic team off the road. The fire department also provides EMS and paramedic services to some of the surrounding

towns. So we use Everbridge to help backfill that staffing loss at the hospital. Staffing is crucial to hospital operations – when you get multiple incidents that occur at the same time, they can potentially affect the operation of John Dempsey Hospital and the Health Center.

HOW HAS EVERBRIDGE IMPACTED REGIONAL EMERGENCY PREPAREDNESS AND RESPONSE COORDINATION?

Everbridge allows us to share information quickly during a disaster with regional healthcare stakeholders. More and more emphasis is on sharing resources and information during a disaster, and doing so helps us maintain communications.

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.

