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Bob Falaguerra

Saint Francis Hospital and Medical Center

OVERVIEW

Saint Francis Hospital and Medical Center is the largest Catholic Hospital in New England and is located in Hartford, Connecticut. Saint Francis utilizes Everbridge to strengthen their internal and external communication strategy for emergency events as well as non-emergency communications such as polling and staffing quota confirmations. Saint Francis uses the Everbridge system for emergency events such as severe weather issues and power disruptions.

PROBLEM

Saint Francis Hospital and Medical Center needed a system for internal and external communications for emergency events as well as nonemergency communications such as polling and staffing quota confirmations.

SOLUTION

The Everbridge system allows Saint Francis to consult with key personnel during emergencies as well as better plan the hospital’s responses and staffing, additionally providing the ability to send notifications to any relevant group no matter the incident.

WHAT TYPES OF INCIDENTS ARE YOU CONCERNED WITH WHEN IT COMES TO CRITICAL COMMUNICATION?

We've had severe weather situations. The most recent being the February blizzard earlier this year, Superstorm Sandy in 2012, as well as Hurricane Irene and the Halloween snowstorm in 2011. But we also use the Everbridge system for non-emergency events, such as polling and staffing quota confirmations. Every type of emergency, whether they be internal or external, all have some commonality. You have to notify people.

HOW DO YOU USE EVERBRIDGE TO IMPROVE CRITICAL COMMUNICATION?

Initially, during weather emergencies we used Everbridge to notify all of our employees of the pending storm and what our preparations were for those storms. When we activated our severe weather policy we utilized Everbridge to notify all of our employees and during the storms themselves we'd use Everbridge to update individuals on our staffing needs, our provisions for staff pickup and return home, and also updates on our patient population.

ARE YOU USING EVERBRIDGE FOR EXECUTIVE COMMUNICATIONS?

We use the system to consult with key personnel before calling a disaster or major emergency, as well as updating our department heads with information on what is going on during the emergency so we can better plan our responses and our staffing.

HOW DO YOU TRAIN AND PREPARE YOUR STAFF AND PERSONNEL FOR EMERGENCIES TO OPTIMIZE EFFECTIVENESS OF YOUR COMMUNICATIONS?

We like to have a regional drill where all 10 hospitals in the area participate and then we branch off in our second drill barring any real emergencies that pop up. We've had evacuation drills, we've had active shooter drills, and we have had loss-of-power drills. As time has gone on, our employees have realized that unless they're trained to react accordingly in a situation, the results could be devastating. We used Everbridge for our drills in the past, and we plan on using Everbridge in all of our drills for the future, too.

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.

