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## Saint Joseph Hospital leverages PIVOT clinical smartphones for improved care team communication and workflow efficiency

Saint Joseph Hospital, part of SCL Health, has been on the forefront of modern patient care in Denver, Colorado, for more than 50 years. Named one of “America’s 100 Best Hospitals” by Healthgrades, Saint Joseph Hospital is consistently recognized for excellence in patient care. Recently it transitioned into a new 365-bed facility specializing in heart and vascular care, cancer treatment, labor and delivery, respiratory health, orthopedics and emergency care. Kim Velez, a Clinical Informatics Specialist, describes the new hospital as a “clinically driven facility using the most efficient technology.”

With the pending move to a new facility, Saint Joseph Hospital executives met with their IT and Clinical Informatics teams to map out mobile communication solutions that facilitated effective care team collaboration. These solutions needed to complement workflow and operational improvements that were developed for the new facility in order to deliver a more engaging care experience for their patients.

“ I really like to be able to call and text; it’s really been helpful in providing patient care. ”

Industry  
Healthcare

### Overview

Saint Joseph Hospital recently transitioned into a new 365-bed facility. It needed clinical mobile communication solutions that facilitated effective care team collaboration and delivered an engaging care experience for patients. All this, while complementing workflow and operational improvements that were developed for the new facility.

### Solution

- Spectralink PIVOT™ 87-Series
- Extension Healthcare Collaboration Platform
- Cisco CUCM Call Control Platform & Cisco Network Infrastructure

### Results

- More effective care team communication and collaboration
- Improved patient response times

## Saint Joseph Hospital at a Glance

- New facility opened 12.13.14
- 7 stories – 831,321 total SF
- \$623M hospital, intelligent architecture, green design
- 365 private beds
- 588 Wireless APs (access points)
  - 2,600 connected clients to wireless
  - 3,655 phone numbers
  - > 600 Spectralink PIVOT smartphones

## Awards and Recognition

- America's 100 Best Hospitals by Healthgrades – 2014-2016
- Outstanding Patient Experience by Healthgrades - 2016
- Distinguished Award for Clinical Excellence – 2013 – 2015
- Beacon Award for Excellence
- Certified chest pain center and stroke center



## Mobile collaboration solutions for modern healthcare

A key factor that needed to be addressed in the planning stages was the new building's layout. The hospital was previously housed in two connected round towers. Each floor had a centralized nurse's station from which the nursing staff could see all of the surrounding patient rooms. Collaboration among care teams could often be done face-to-face, with less reliance on mobile devices. The new facility consists of long hallways – each containing two departmental “pods” for nurses to access resources. The communication solution needed to facilitate real-time communication and response to patient needs while stripping out inefficiencies such as unnecessary trips to the nurses' pods.

Previously in the old facility, the Charge Nurse staff was equipped with mobile handsets that were not designed to withstand the rigors of a healthcare environment. According to Joel McFadden, Denver Division Director of IT Site Operations, the devices generated “mixed results.” The nurses reported they often broke when dropped, and using protective covers inhibited use of the keypad. Texting was not supported.

## Putting clinical mobile devices to the test

Kim Velez was the Clinical Informatics team lead for a pilot program that allowed hospital executives and nurses from each department to evaluate a variety of mobile devices including those from Honeywell, Zebra and Spectralink. After an initial review, they narrowed down their choices to the Spectralink PIVOT™ and the Zebra device.

Saint Joseph's smartphone trial test provided nurses the opportunity to use both the Spectralink and Zebra devices on the job during an established period of time. They were asked to rate their functionality and performance on a scale of 1 – 5 (5 being the best), based on a dozen performance aspects including: screen touch sensitivity, screen visibility (brightness and quality), ease of navigation, texting functionality, cleanability and more.

Recognizing that nurses were learning their way around new devices, applications and features, Kim kept the trial streamlined and focused. “The nurses needed to care for patients first and not be distracted by the new devices,” she emphasized.

Echoing the nurses' positive feedback about the ability to securely send text messages on Spectralink's PIVOT smartphones, Kim Velez notes, "Saint Joseph is in the process of rolling out secure texting to providers and ancillary staff so the whole care team can communicate more efficiently."

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“ With the new smartphone solutions, we can now deploy secure texting to providers and ancillary clinical staff so the whole care team can communicate more efficiently. ”

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Designed specifically for hospitals, Spectralink's mobile devices offer unmatched voice quality and secure, compliant data access throughout a healthcare facility. Our robust platform integrates easily with EHR systems such as Epic and Cerner, enabling clinicians to access and update patient information at point-of-care. Clear communication among care team members improves care coordination, reduces the potential for errors, and enables clinicians to spend more time with their patients.

## Conclusion

Continuous, real-time communication and collaboration is an essential component to improving the patient care experience. Spectralink's clinical mobile devices offer unmatched voice quality and secure, compliant data access – while seamlessly integrating with critical healthcare applications to support better patient outcomes. Our solutions enable doctors and nurses to spend more time caring for patients at their bedside – where they matter most.

Spectralink enables modern healthcare in motion – empowering hospitals to deliver better patient care, faster. Learn more at [www.spectralink.com](http://www.spectralink.com).



## About Spectralink

Spectralink transforms healthcare communications by providing mobile solutions for hospitals worldwide. Our robust wireless communication devices integrate seamlessly with leading healthcare applications and innovation partners – providing superior voice quality and secure, compliant data access. Spectralink empowers clinicians to improve patient outcomes, enhance clinical quality and safety, and optimize costs.

Visit [www.spectralink.com](http://www.spectralink.com) for more information.