



# Better Together: Uniting Inter-Organizational Care Teams

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Connect Healthcare Systems and Improve Patient Care Through  
Interoperable Communication Technologies





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## Assembling the Right Care Team is Complex

**Coordinating time-sensitive care involves multiple team members to address all of a patient's needs. This often creates challenges in timing, location, and communication for care teams.**

Quality patient care requires in-sync collaboration with medics, nurses, physicians, and specialists—all working within different organizations—from EMS agencies to hospitals to labs and clinics. In today's healthcare systems, patient data is shared up, down, and across communication silos spanning different organizations and technology platforms.

Legacy communication tools such as radio, phone calls, faxes, and pagers are still being used by many healthcare systems. These non-interoperable technologies hamper the care team's ability to provide the best possible care in the most coordinated and efficient manner—potentially impacting cost of care, and more importantly, patient lives.

### Benefits of Streamlined Communication

In an ideal scenario, assembling an effective care team in one place should be simple and fast. Unfortunately, in reality important details often get lost in translation and precious time is wasted—affecting the ability to deliver effective patient care.

For example, imagine if pre-hospital EMS practitioners could instantly transmit an ECG to the hospital cardiologist with the ease of a secure app on their smartphone, allowing the patient to bypass the ED and go straight into the CATH lab.

That's just one small example of how streamlined communication can help care teams provide the best possible care to patients.

Replacing outdated methods of communication in healthcare systems with modern communication technology solutions can unite care teams and address inefficiencies in current care coordination processes, helping to:

- Enhance quality of patient care
- Increase savings
- Decrease inefficiencies
- Reduce treatment times
- Reduce ambulance turn-around times
- Minimize false activations
- Improve quality metrics
- Enhance accreditation compliance



***Complex communication processes lead to potentially missed information that puts patients at risk. Experts believe 80 percent of medical errors occur secondary to miscommunication during transitions of care.\****

\*"Joint Commission Center for Transforming Healthcare Releases Targeted Solutions Tool for Handoff Communications," Joint Commission Perspectives. 2012; 32(8)





# The Healthcare Communication Process is Cluttered

**A game of telephone wastes precious time in medical emergencies.**

Teamwork, communication and efficiency may improve through training, but often the real culprit behind inefficiency and miscommunication is the processes, not the people. No amount of training nor skill for practitioners can combat the roadblocks introduced by an outdated and disconnected healthcare communication infrastructure.

## The Culprit: Non-Interoperable Technologies

Traditional radios, pagers, fax machines, modems and answering service communications were not designed for real-time team collaboration—and they are less than ideal for acute care correspondence. Every time that information changes hands, there is an increased risk of introducing errors or losing vital information. Using a patchwork system of communication tools relies on information being shared by one person, then captured, written down or entered into a new system by another, exponentially increasing the risk of miscommunication.

Members of the care team must often make multiple phone calls in order to ensure every player in the patient response is on the same page and ready for treatment. During patient emergencies it is difficult—if not impossible—to determine the availability and readiness of medical resources, even within the hospital.

## Eliminating Telephone Games

Unifying an entire team of healthcare providers across multiple organizations—with one direct channel of communication—has the potential to keep everyone on the same page throughout a patient's care journey. Studies have indicated reductions in time-to-treatment by 25 to 51 percent when using mobile technology and telehealth solutions to coordinate time-sensitive patient cases, such as stroke.\*

\*Àngels Pedragosa et al., "Impact of a Telemedicine System on Acute Stroke Care in a Community Hospital," *Journal of Telemedicine and Telecare* 15, no. 5 (July 9, 2009): pp. 260-263, <https://doi.org/10.1258/jtt.2009.090102>.

Ather Taqui et al., "Reduction in Time to Treatment in Prehospital Telemedicine Evaluation and Thrombolysis," *Neurology* 88, no. 14 (March 8, 2017): pp. 1305-1312, <https://doi.org/10.1212/wnl.0000000000003786>.

Gary H. Belt et al., "In-Transit Telemedicine Speeds Ischemic Stroke Treatment," *Stroke* 47, no. 9 (August 4, 2016): pp. 2413-2415, <https://doi.org/10.1161/strokeaha.116.014270>.

*Most communication between multiple healthcare organizations is achieved using radios, phones, fax machines, and limited telemedicine solutions—none of which are interoperable with each other nor capable of keeping all patient communication in one secure channel.*



# Communication Technology Platforms Improve Inter-Organizational Care Coordination

Leveraging connected mobile technologies results in a single channel for information sharing. And it's key to overcoming communication challenges across inter-organizational patient treatment.

In a world where mobile apps are tapped to organize or simplify nearly every aspect of our lives—from tracking food deliveries to requesting transportation—healthcare communication seems to be the final frontier. It's time to leverage the simplicity and convenience of this everyday technology to improve healthcare communication and patient care.

## One Team on One Channel

Rather than creating a patchwork approach using multiple non-interoperable devices and software, shared communication platforms (accessed through a mobile technology application) provide care teams a single, secure communication channel used for each patient for the duration of the case.

Care team leaders can make patient information accessible to all individuals responding to the case, regardless of the location or organization they are operating from. This aligns the full care team, increasing everyone's ability to stay connected and up to speed on all treatment, diagnostics and discussion throughout the patient journey.

## Imagine How this Could Work in Your Healthcare System:



What if EMS could initiate a video consultation with a neurologist to identify a severe stroke and provide medical direction to the care team prior to hospital arrival, potentially saving vital minutes by obtaining approval to bypass the ED?



How much time could be saved if cardiac teams at a transfer facility could review ECG reports and prepare the CATH lab for a determined STEMI intervention before the patient arrives?

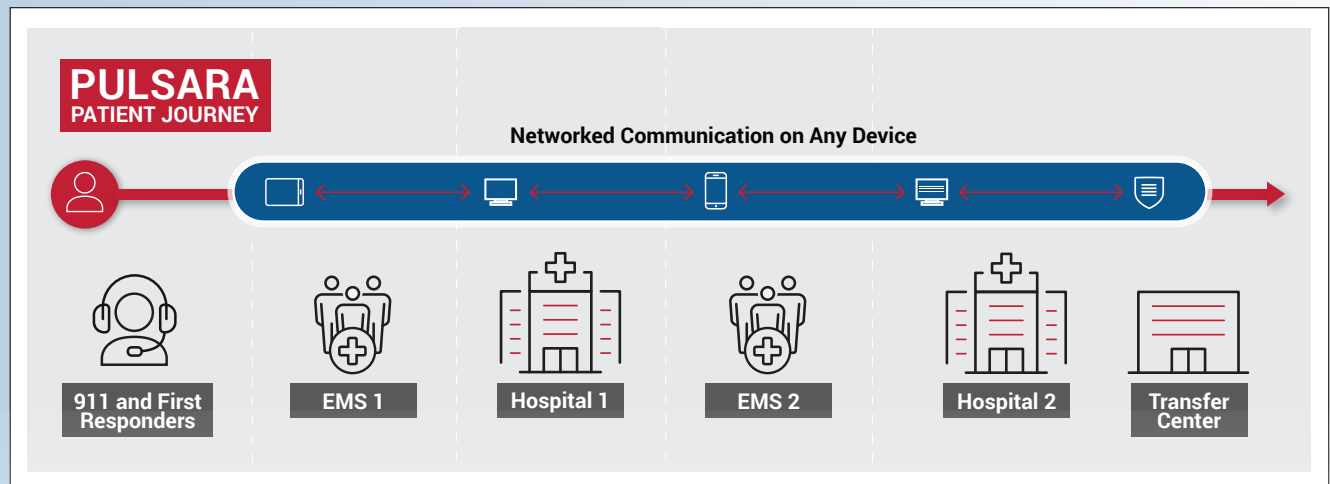
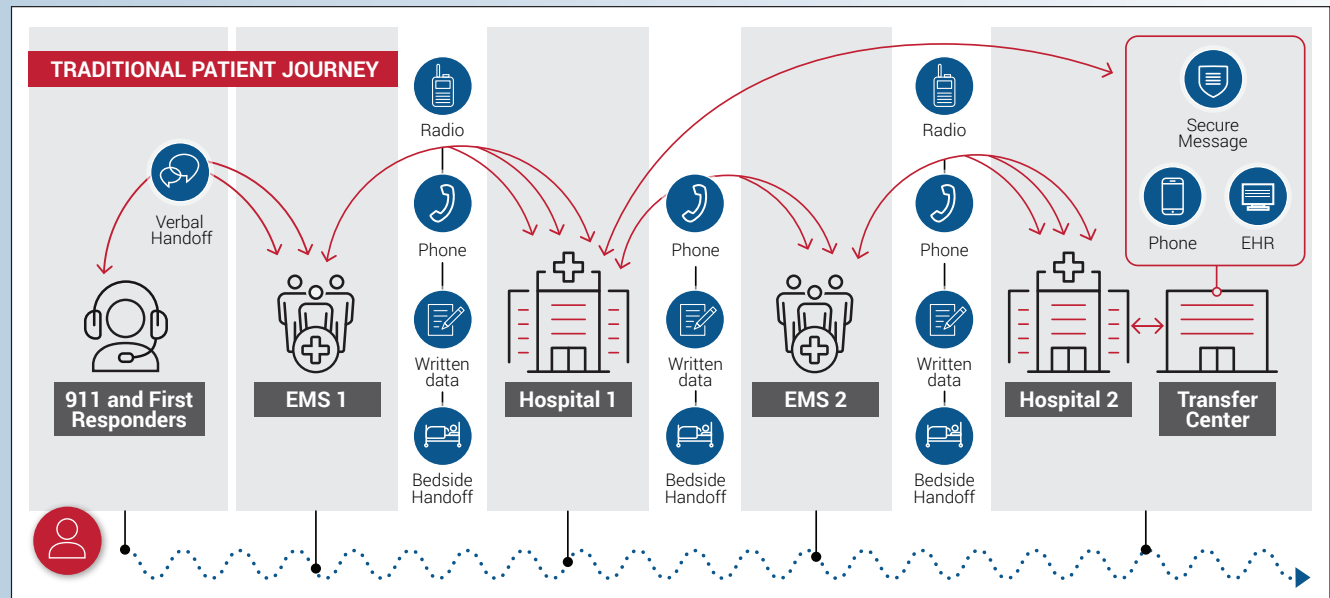


What if more ED beds were available for acute care emergencies because EMS providers used telehealth capabilities on their smart devices to support non-emergent responses in the field?

# The Difference of Interoperable Communication Technology

See the impact a single, shared, accessible version of the truth for each patient can have in a healthcare system.

Download and share this infographic with the hashtag [#networkedcommunication](#) ▶





*When inter-facility care teams are united by a single, accessible, and up-to-date source of truth for each patient case, treatment is more efficient, the team is more productive, and the patient receives the same excellent care in a more effective and streamlined way.*

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## Networked Communication Tools Create Better Care Team Connections

When inter-organizational healthcare systems utilize shared communication tools, every member of the patient's care team has access to the most up-to-date and accurate information available—in real time.

### A People-Focused Solution

Pulsara is a HIPAA-compliant, secure and easy-to-use app that unites the entire care team, resolving many of the challenges of coordinated care.

It's a networked communication platform that connects people when seconds matter with a secure, unified patient channel—replacing multiple phone calls, radio reports, faxes, and pagers—and allowing care teams to communicate efficiently and effectively when treating patients.

Receiving hospitals who have embraced telehealth are able to proactively prepare for the patient's arrival and greatly expand the pool of expertise available for treating them.

### Healthcare Systems Leveraging Pulsara's Healthcare Communication Platform Can:

- ✓ Facilitate smoother consults and transfers with instant patient data
- ✓ Connect team members quickly and easily at the touch of a button
- ✓ Streamline workflows during pre-hospital, intrahospital, and inter-hospital care
- ✓ Expand inter-organizational care teams in a non-linear fashion as the case evolves
- ✓ Share audio, video, instant messaging, data, images, and key benchmarks in real time



# Pulsara is the Leading Healthcare Communication and Telehealth Platform

## Building Regional Systems of Care

Des Moines metro-area EMS agencies and hospitals wanted to streamline care coordination during time-sensitive emergencies. They implemented Pulsara as a region-wide solution across 32 separate healthcare organizations to improve treatment times, patient care, and team coordination.

[See more case studies here ▶](#)



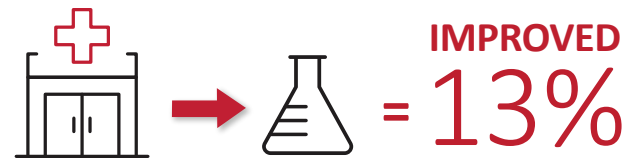
Connected two hospitals and 30 EMS agencies with **one unified channel** for communication and care coordination

*"We have seen case after case where a patient receives time-sensitive care rapidly because of improved communications through Pulsara."*

—Dave Edgar, Assistant EMS Chief



Improved door-to CT time by 21 percent,  
decreasing from 14 to 11 minutes

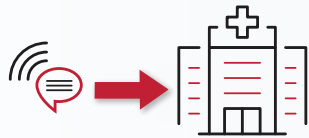


Improved door-to-lab time by 13 percent,  
decreasing from 38 to 33 minutes



# Strengthening International Healthcare Systems

Latrobe Regional Hospital in Australia wanted a technology solution that could scale to meet patient needs and centralize communication for all of its departments, staff, and partners. Made possible by grant funding, the hospital activated Pulsara across multiple entities in February 2020, including ambulance partners, cardiology, stroke, and mental health teams.



Managed hospital's mental health triage unit by  
notifying the hospital of incoming cases ahead of time



Improved door-to-CT time by 68 percent,  
decreasing from 22 minutes to 7 minutes

ENHANCED  
COVID-19  
RESPONSE



to improve patient  
and staff safety

*"Pulsara gets the right information to the right care team members at the right time, allowing us to adequately prepare for a variety of patient cases."*

—Janet May, Stroke and  
Pulsara Coordinator



# Time and lives are precious. Ready to build and unite your inter-organizational care teams with a solution that works?

## Questions to Ask Yourself and Care Team Members:

- How much better could patient care be if communication was streamlined across a healthcare system, regardless of location or organization?
- How could your life, the lives of your fellow clinicians, and the lives of your patients improve with an efficiently coordinated patient care journey?
- How much more efficient could patient care be if each team member has easy access to patient details—providing what they need to know, when they need to know it—on a single channel dedicated to each patient?

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Let's create better patient outcomes together.

Click to schedule your personalized demo ►

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