Union Hospital is an award-winning, full-service community hospital located in Elkton, Maryland. Nationally recognized for clinical excellence in the treatment and prevention of disease, the 122-bed, not-for-profit hospital is dedicated to providing superior, personalized, quality healthcare. Their mission is to enhance the health and well-being of residents in Cecil County and neighboring communities by combining the latest technology with the warm, personal touch you'd expect from a community hospital.

After deploying a new HiPath 4000 PBX, Union Hospital turned to DAKS to further enhance their staff's productivity and workflow through advanced communications technologies. "Before DAKS, we had several processes that required too many manual phone calls," stated Sandie Newman, Manager of Customer Service & Telecommunications. "We worked closely with Impact to deploy new automated processes that have made us much more efficient."

Stroke Team Alerts

The initial task was to optimize the Stroke Team process. When a potential stroke patient is inbound to the hospital, Union Hospital wanted to minimize the response time to notify the appropriate staff and assemble a response team. Before DAKS, a pre-dialer would call each of 17 numbers (internal extensions and cell phones) but an operator would speak to each contact and then process the next call. This process could take up to eight minutes.

With DAKS, an operator simply dials one phone number, records a message with the pertinent information (such as "Attention. Stroke Team Alert. Emergency Room 5. ETA 10 minutes.") and DAKS automatically calls each contact in parallel, in addition to broadcasting the message to the overhead paging system. If a line is busy or unanswered, DAKS automatically retries the number after 15 seconds. "We use the new Stroke Team alerts several times a day. It is less work for our operators, so they can move on to addressing other calls, and it assures that all our team members are notified as quickly as possible," Newman added. "Afterwards, we also use DAKS to issue the all clear message."

SMART Team Conferences

Union Hospital is also leveraging the automated conferencing features of DAKS for their SMART Team. Within each unit, there is a red phone. If a nurse encounters a patient whose health is failing quickly, the nurse may pick up the phone and automatically initiate a conference call among ICU, nurse supervisor, ICU manager and respiratory therapist. The team collaborates on the situation to determine if the patient should be immediately moved to ICU. This process empowers the nurse to elevate the care of the patient on demand.

Bed Tracker

After initial deployment scenarios, DAKS became an integral part of the new process to eliminate multiple phone calls and manual processes to locate a room for an admitted patient. A bed coordinator picks up a phone, dials a number and the housekeeper and charge nurse for the designated department (such as maternity, psychiatric, pediatrics) plus the admissions staff is notified to check the Bed Tracker system. Each staff member performs their duties and when the room is ready, the housekeeper updates the system. One call instead of many, and the patient is in his room much quicker.

For Union Hospital, the DAKS deployment was a true partnership. "Impact Technologies has been wonderful to work with and very proactive," Newman proclaimed. "Unlike many vendors, their team didn't drop the ball after the sale. They contacted me after the installation, and with their expertise, we implemented additional applications as part of our priority to remain committed to the high quality of care. Any time I have a question, Impact is ready to help."

314.743.1400
www.impacttech.com