

For stroke patients, every second counts. When deprived of oxygen, brain cells begin dying within minutes. For an ischemic stroke, emergency treatment focuses on administering a clot-busting medication, but it must be given within three hours of the onset of symptoms. Therefore, hospitals continually strive to optimize processes to meet or exceed established timetables based on the national standard for strokes.

Why DAKS?

DAKS offers the power and flexibility to mobilize your stroke team. Each broadcast definition includes options for the following:

- ◆ Internal and external phone, e-mail, pager and/or text message contact methods
- ◆ One to four phone numbers called per resource
- ◆ Multiple call attempts when busy or not answered
- ◆ High priority designation to assure channel availability
- ◆ Activation of enhanced features such as distinctive ringing, intrusion, automatic speaker activation and more (dependent on switch type)
- ◆ Receipt acknowledgement via answer, phone key press, positive or negative confirmation or smartphone client



Union Hospital Case Study

To enhance their staff's productivity and workflow, Union Hospital turned to DAKS. "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."



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.

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"We use the 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."