

Avaya Healthcare Notification Solution

Improved communications, cost containment and operations

Perhaps in no other industry is the adage “time is money” more fitting than in healthcare.

Avaya healthcare customers have told us that empty operating rooms, idle MRI machines and delayed staff response times can mean thousands of dollars in lost revenue daily. And as the focus on healthcare cost containment, delivery and quality of care intensifies, providers are looking closely at ways to improve patient outcomes and reduce costs.



In the pressure-packed environment of today's hospitals, the way to accomplish these goals is to have the right people in the right place at the right time. How can you do a better job of that? Choose a business communications system that's flexible and powerful enough to support both routine activities and urgent medical situations.

With the Avaya Healthcare Notification Solution, a hospital can transmit information and instructions in real time across the organization or to a specific doctor, nurse or other professional. Press a button, and you can issue preconfigured, dynamic and personalized messages that tell people where they are needed and what needs to be done. The Avaya Healthcare



Notification Solution is a next-generation notification system designed for midsize to large healthcare institutions.

Specifically, the solution offers:

- **Speed and capacity**—notify one or dozens of people in a short time.
- **Flexibility**—prepare prerecorded messages for a variety of scenarios; or, if an unexpected scenario arises, you can automatically convert short text messages (SMS) to voice calls for real-time communication.
- **Multichannel notification**—broadcast messages via landline, wireless phone, IP phone, SMS, e-mail or other customized channels to reach the widest audience.

- **Targeted communications**—put out tailored messages to specific individuals and groups according to roles, responsibilities and location so the response is coordinated and controlled.
- **Situational awareness**—capture and consolidate responses, poll recipients to determine their location and status, transfer people when they respond, and conference-in multiple parties for real-time management of people and resources.
- **Detailed reporting**—compile multiple layers of data for analysis and reporting, including how many people you reached by which devices, how many responded, their response time and device, and the performance of the issuing party “operator.”

- **Multivendor environment**—leverage non-Avaya PBXs and other unified communications systems already deployed within the organization, thus realizing improved return on investment.

A powerful, closed-loop solution for urgent communications

The Avaya Healthcare Notification Solution can help healthcare institutions address the pressing operational challenges they confront every day. Our customers say that among their most urgent scenarios are the following:

- **Nurse-call response**—When a patient uses a nurse call-button to request assistance, how do you ensure that the right nurse responds? Oftentimes, the call is directed to a centralized nurse station, rather than the nurse assigned to the patient in need. Moreover, when a nurse is paged using a public-address-type system, there is no streamlined method for notifying other nurses that the page was received and is being handled. The Avaya Healthcare Notification Solution can provide the closed-loop network that allows the nursing staff to receive and respond to urgent patient needs and help alleviate long wait-times for patients.
- **Incident response**—In an environment where seconds can be the difference between life and death, quick response to critical patient incidents is extremely important. In such situations, even small delays in contacting the appropriate team can have adverse consequences. An

effective notification solution must reach the right team members with the right information regardless of their location.

A security event would require the closest security personnel. A patient duress event would require nursing staff, as well as a stretcher at the location. The Avaya Healthcare Notification Solution can alert and direct response team members to the incident location based on a combination of parameters, such as skills, proximity and availability. Our solution can also track the movement of personnel as they respond to the incident and log times for future analysis. This automated and simplified process can help a hospital become more efficient and achieve improved patient outcomes.

Other key challenges that healthcare institutions often point to include scheduling physician and staff consults, cataloging housekeeping and transport requests, and tracking equipment and patients. The Avaya Healthcare Notification Solution can help address these critical issues as well.

The Avaya difference

Avaya consultants and advanced solution architects work with healthcare organizations to understand their environment and how its unique characteristics influence the configuration, design and installation of the Avaya Healthcare Notification Solution. Working within the parameters of your existing infrastructure, we guide you through critical decisions about deployment, timing and activation of the system. We deliver comprehensive formal training and

documentation, and we offer informal knowledge transfer every step of the way.

Be better prepared for the challenges that today's—and tomorrow's—healthcare systems face. Choose the Avaya Healthcare Notification Solution to help you avert crises large and small, tighten control over revenue leakage and, most of all, continually find ways to improve patient outcomes and satisfaction.

In addition to the Avaya Healthcare Notification Solution, Avaya addresses the critical needs of healthcare providers with a range of other solutions that improve staffing productivity, patient flow, cost control and patient care:

Healthcare Mobility solutions are fundamental technology solutions that give hospital staff greater mobility without compromising accessibility.

Healthcare Workflow solutions use integrated communications technologies and leverage the Healthcare Mobility solutions to accelerate workflows involving human-to-application or human-to-human interaction. When a clinical process uses these accelerated workflows, the end result is improved staff productivity and operational efficiency.

Patient Contact solutions provide interactive patient, clinician and hospital experiences. These solutions automate routine processes in an efficient manner to allow improved clinical productivity and expanded patient interaction outside of the hospital.

Choose the Avaya Healthcare Notification Solution to help you avert crises large and small, tighten control over revenue leakage and, most of all, continually find ways to improve patient outcomes and satisfaction.

Learn more

To learn more about the Avaya Healthcare Notification Solution and Avaya Global Services, contact your Avaya Client Executive or Authorized Business Partner or visit us at www.avaya.com/healthcare.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information, please visit www.avaya.com.



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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

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