

Operationalization Benefits & Questionnaire

(Review on site)

The Photon solution combines information with communication to accelerate healthcare. We accelerate the time to clinical decision, positively influence the accuracy of that decision and provide insight into the process that was used to arrive at it. Below are some of the identified benefits to assist you during this questionnaire process.

Benefits:

- By pushing ALL relevant patient data to the on-call specialist, the average time to get a response, and ultimately a clinical decision, from an on-call specialist is reduced significantly
- Contributes to the accuracy of the clinical decisions from ED on-call specialists
- Reduces the burden of call and positively impacts the quality of life enjoyed by a specialist while taking call in an ED
- Reduces caregiver interruptions by allowing “when ready” or asynchronous communication to occur during the provision of care
- Moves the care continuum forward by “pushing” notifications to appropriate caregivers in real time when relevant data becomes available
- Reduces confusion surrounding communication pertaining to multiple patients and/or diagnoses via patient centric architecture
- Organizes and automates the on-call schedule in the ED via a rules based scheduling engine
- Reduces “door to door” times for ER patients
- Reduces ER wait times and “walk aways”, thereby improving patient loyalties
- Allows for reporting on a multitude of critical indicators that show performance, burden, response time, time to clinical decision, etc... in the ED on-call space
- Provides metrics allowing for hospital administrators to better manage the costs of on-call stipends in the ED
- Impacts the patient experience (satisfaction) by improving the communication from caregiver to patient (e.g. sharing photos, x-rays, etc.)

- Reduces the number of necessary mobile computing solution licenses, such as CITRIX or RSA, and the associated costs
- Eliminates the need for any other secure messaging technology, and the associated costs
- Delivers all transcriptions, including discharge summary, to identified PCPs / ACOs thereby improving continuity of care
- Captures entire information exchange (including clinical photos) between caregivers, unlike current telephonic communication methods, allowing for increased accountability and reporting
- Improves surgical supply selection and reduces sterilization costs by including vendors in surgical planning process
- Reduces case cancellation rate by improving the accuracy of procedure planning in the OR, including collaborative medical clearance and proactive notification of completed pre-op testing
- Positively impacts LOS and readmissions due to accurate diagnosis and treatment
- Improves outreach efforts and the associated volume by allowing isolated facilities to connect with and transfer patients to a more capable facility
- Bolsters physician network and impacts loyalty of the hospital's physician "splitter" population
- Improves the relationship and the associated volume with community physicians (PCPs / ACOs) by alerting them to their patients' activities and outcomes when visiting the hospital
- Improves continuity of care by allowing hospitals to "courtesy credential" other facilities or providers who may be receiving a patient and allowing them access to the relevant patient data, including post transfer test results that become available
- Aids in nursing information exchange and clinician to clinician communication, likely resulting in happier nurses and reduced turnover

Questionnaire to follow...

Questionnaire:

1) Can we leverage your standard process for training and education of new systems?

2) Do you intend to make the use of Photon for consultation requests a required process post implementation? For ER and inpatient consultations? Will Photon be your only approved HIPAA compliant messaging platform? What is the intended recourse if not used per these requirements?

3) Will you be rewriting Communication regarding Wi-Fi, BYOD and Nursing Policies?

4) Who would you like to receive a Demo on: Photon, Chat, and Scheduling?

5) Who will be part of the initial training process from your organization or affiliated providers?
(Med staff, clinical hospital staff and non-clinical hospital staff)

- 6) Who will be the designated individual from IT that will be our key liaison to address system integration needs? _____
- 7) Who will be the Project Sponsor for all implementation questions and needs?

- 8) Where will training be conducted? – Photon requests a “home base” and recommends the Physician’s Lounge for credentialed end users and a classroom with desktops for all other end users – location(s) visible and convenient to most end users. _____

- 9) Who will provide the Photon Implementation Team continual access to the areas necessary to conduct training? (Access badges for Physician’s Lounge, O.R. Physician’s Lounge, Emergency Department and any Hospitalist common areas, etc. as needed)

- 10) Who will be present with the Photon team at all times to validate users to be trained?

- 11) Will your facility use Photon Scheduler? If yes, who will manage and populate Scheduler?

12) Who will be trained on Broadcast Messenger, a tool to communicate instantly to all Photon End Users or created groups, such as the following: SA communicating system & equipment outages, House Supervisors communicating personnel & staffing needs (on-call providers and/or OR shift staff, etc.), C-Suite representative for Med-exec meetings, etc.

13) Who will perform “Level 1” Tech Support? Are they local, remote or both?

14) Do you want employed or contracted specialists such as Radiologists, Anesthesiologists, Pharmacists, etc. on Photon? _____

15) Do you want only Charge Nurses, House Supervisors or other management on Photon?

16) Do you want all RNs on Photon? _____

17) Do you want HUCs/Clerks or other support users on Photon? - (ED? Other dept's?)

18) Do you want CRNAs, Rad Techs, Lab Techs, Therapists (Physical, Occupational, Speech), Case Managers, etc. on Photon? _____

19) Do you have a satellite ED or other satellite locations that require training resources?

20) Will you be providing smart devices to any individuals/positions or departments? If so, do you want Photon used on those devices? _____

21) Will you push the app through your intranet or push a shortcut to all user profiles/logins and/or desktops for facility wide access? _____

22) Will you post an announcement in your Monthly/Quarterly/Annual newsletter prior to our arrival? _____

23) Will you be utilizing Photon Chat? _____
