



# Managing Critical Communications to Improve Care

Philips IntelliSpace Event Management

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sense and simplicity

# IntelliSpace Event Management

Across the healthcare enterprise, patient care teams are often stretched to their limits - finding it difficult to manage and respond efficiently to multiple event notifications, alerts and alarms. This can result in communication breakdowns and put patient care at risk. At the foundation of this challenge are the many disparate care systems that require timely and effective attention and reaction. Today's care teams rely on the aggregation and integration of communications from these disparate systems to allow them to focus on the quality and delivery of care rather than the infrastructure behind it.

According to The Joint Commission, 65 percent of hospital deaths and injuries—and 55 percent of medication errors—are directly related to communication breakdowns.

Philips IntelliSpace Event Management provides a sustainable approach for managing alert and notification communications to address alert fatigue, hospital throughput, and process improvements—by managing notifications and delivering them to the care teams' mobile devices of choice.<sup>1</sup>

This solution integrates and leverages data from patient monitoring, nurse call and clinical information systems; simplifying complex input and output to provide relevant and/or actionable alerts. This approach enables the delivery of meaningful information to caregivers when they need it—regardless of the caregivers' location.

## Enhancing workflow efficiency

Job-associated sensitivities allow notification of specific alerts to be routed to the appropriate caregiver. For example, if the patient needs to get out of bed to go to the bathroom, the message can be sent directly to the care assistant assigned to that patient, while a request for pain medication can be sent to the Registered Nurse.

When the primary caregiver is out of range or unavailable to answer the alert, the message can be routed to alternative caregivers or device(s). A condition needing immediate attention can be escalated and routed to multiple qualified responders, while features allow the responding recipient to send a cancel message to other recipients.

New usability allows for the delivery of meaningful alerts that are customized for specific job roles and care units. Care providers can make personal assignments from their mobile devices to prevent delays in receipt of alerts. When not available, they can change their status to “busy” so that alerts are routed to another caregiver for timely response to patient needs.

## Reducing alert fatigue

User-controlled filters allow for customization of where critical messages should be routed for efficient and effective patient care. Prioritization of alerts based on clinical role helps to reduce alert fatigue while facilitating better identification of critical versus non-critical events. IntelliSpace Event Management has been recently enhanced to allow for the configuration of an alert delay to prevent a message from being sent to the caregiver's device if an alarm is cancelled before the end of the delay period.

## Improving throughput

An IntelliSpace Event Management Whiteboard, containing 10 configurable columns, facilitates easy display and manual editing of relevant patient information. When utilized by ancillary departments, it serves as a streamlined communication tool for lab, pharmacy, and housekeeping to notify appropriate care providers when results are available, a drip is ready, or

a bed is clean. By expediting the communication of lab results and physician orders, patient care needs can be addressed in a timely fashion to enhance quality of care and patient throughput. House Supervisors can also access the Whiteboard to track patient acuity for better planning for placement of patients in need of a bed—further enhancing throughput and supporting corresponding cost and revenue objectives.

**Taking a customized and information-driven approach**

Philips clinical specialists are available to partner with customers to help define clinical alert management need—with the goal of enhancing informational alerts for clinically significant events, while avoiding alert overload for bedside caregivers. A customized approach for specifying unique alerts per unit allows a NICU to determine what alerts best fit their population while the Medical Orthopedic unit configures different alerts to fit their population.

The clinical team uses its expertise to help adapt these guidelines, defining alert management standards that support unique patient care goals and care environments. Through enhanced event management reporting tools, reports can be filtered for alert detail, volume, and responsiveness based on specific locations, units and caregivers. These reports provide fast access to information along with instant report views, drill down capabilities and exportable data options.

**Interoperability across the enterprise**

In addition, Philips is committed to supporting interoperability across the enterprise and provides standardized adapters that are interfaced with more than 200 third-party input and output vendors. Our ultimate goal is the successful adoption of an event management solution that simplifies clinical workflow and ultimately improves patient care.



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**Advancing quality patient care**

Healthcare organizations that implement IntelliSpace Event Management can realize a wide range of benefits, including:

- Improved care team coordination and patient care. Caregivers benefit from delivery of prioritized alerts that can empower the “walk or run” decision and lead to improved patient care.
- Enhanced patient and family satisfaction. Patients and their families can benefit from timely communication and response to requests, even when the caregiver is not in the room.
- More efficient processes and workflows. Fewer interruptions lead to improved clinical workflows that help save time, avoid work duplication and increase staff efficiency.
- Reduced costs. Healthcare providers can lower costs through better use of staff time, resources and support personnel to offload nurses.
- More satisfied clinicians. Streamlined workflow and prioritized communication eliminate frequent interruptions that increase stress and disrupt care. At the same time, physicians can be confident that the care team is receiving the critical information they need to consistently deliver quality care.

**Footnote**

<sup>1</sup> Valid mobile devices:

Apple®: iPhone® - iOS 4.x, 5.x, iPad® - iOS 5.x

ARCHOS™: 43 internet tablet – Android 2.2

HTC: 7 Trophy™ Windows 7 Phone

RIM®: Blackberry® 9360 – BB OS 7

Wide area carriers are not valid for clinical alerts. New devices will continue to be added to the Event Management Product Interoperability List as they become available. Designated trademarks and brands are the property of their respective owners.

Please visit [www.philips.com/IntelliSpaceEventManagement](http://www.philips.com/IntelliSpaceEventManagement)



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Printed in The Netherlands.  
4522 962 84761 \* May 2012