IMPROVING THE PATIENT EXPERIENCE AND DOCTOR EFFICIENCY

OVERVIEW

Gates Vascular Institute (GVI), a Kaleida Health Facility, makes Buffalo, NY a destination of choice for stroke, cardiac and vascular care.

From providing cardiac services unavailable anywhere else in the area, to revolutionary neurological procedures, to comprehensive vascular care, some of the most innovative medicine in the country – and the world – is being performed in Buffalo, at the Gates Vascular Institute.

“\[The heart of one of the most important things in medicine is patient/physician and family/physician communication.\]”
-Dr. Hopkins, President, GVI

CHALLENGE

Doctors everywhere are extraordinarily busy professionals, trying to ensure the best possible outcomes for their patients. Doctors at GVI are no different. They are focused on providing each patient a good experience, giving their full attention and delivering the highest quality of care and patient safety while performing a procedure. Not only are these medical professionals concerned about their patient, they realize that one of the most important things in medicine today is communication, including keeping the patient’s family and friends aware and informed.

Doctors are under pressure. Their time and attention is spread between addressing patient needs, while also providing timely and personal communications to family members. Gates Vascular Institute recognized this challenge and looked for ways to increase workflow efficiencies, while improving the patient/family experience.
SOLUTION
While Gates Vascular Institute transforms healthcare, the team at SMP transforms organizations, with expert IT solutions. In this case, SMP designed a unique communication system for GVI. All built on Cisco Collaboration technology.

SMP started by solving what seemed impossible: having doctors in two places at once. The SMP team brought in Cisco video conferencing to make that a reality. Before, doctors could—at best—talk to anxious families over the phone. But now, they can update them within seconds of a procedure, face-to-face over video—sharing scans and imaging from the procedure, pointing out problems and how they were resolved, and sharing follow-up care information. The doctor is able to do this in real-time, and has the ability to see the patient’s family members face and body language, which enables them to have a better read on how this person is understanding the information, both literally and emotionally.

Solution details:
• Cisco SX20 video endpoints
• Cisco EX90s telepresence system – wall mounted
• Cisco Touch 8 control panels
• Cisco Communications Manager

RESULTS
Increased patient flow
Improved doctor/patient/family communications
More efficient doctors

With this collaboration system, doctors are more efficient, families feel more informed, and patients get more support along the way. Friends and families are more prepared to support their loved one, armed with detailed information, visual representation, and next steps provided immediately following a procedure. This system has even cut down on the need to address additional post-op questions and follow-up appointments.

By reducing the time spent having to go from operating room, to family waiting room or patient recovery room, doctors can get to their next patient/case quicker. Doctors greatly appreciate having the ability to balance taking care of patients and keeping the family members of those patients fully informed.

Healthcare collaboration technology enables healthcare organizations to create in-person interactions that result in a better patient experience and more efficient doctors.

SMP’s healthcare solutions enable:
• Delivery of accurate and timely messages to patients and families, both in and out of the healthcare setting.
• Increased doctor efficiency, patient safety and facility throughput.
• Enhanced communication amongst staff within the organization.
• Tools for remote patient access.

“I don’t know of a better way to create great communication than this system.”
~Dr. Hopkins, President, GVI

“We’re SMP, where people come first & results are guaranteed.

Experience the difference yourself. Visit SMP-corp.com, or call 800.934.4790.