

ascom

Ascom Clinical Consulting

Using the best clinical minds
to build the best clinical workflows



Borrow the experts. Keep the expertise.

Most of us in healthcare know clinical workflows and communication systems can be improved. The challenge lies in determining just where and how to make things better. Which is where Ascom Clinical Consulting can help.

With Ascom Clinical Consulting, a registered nurse and a clinical IT specialist scrutinize your facility's workflows. They shadow and interview staff. They analyze your existing communication and coordination practices. They dig deep, isolating and identifying technical weak links and workflow bottlenecks.

Then they suggest improvements; practical answers that best meet the needs of staff and patients. Finally, they help you implement and optimize solutions, conducting post-implementation checks to help your facility extract maximum operational and financial value.



A modular process—you choose what's most relevant

Ascom Clinical Consulting comprises three phases or modules. You can select all three, or start with one and advance at your own pace.



Active analysis

The Ascom team shadow different shifts, departments and workflows. They observe work processes, and analyze data flows between individual clinicians, care teams, patients, devices and IT systems. They interview frontline and back office staff and patients, unearthing hidden problems and pinpointing unmet needs. Most importantly, they propose a solution, and present it in clear, accessible language.

Solution optimization

During the implementation and 'go-live' phase of a solution, the Ascom team works closely with end-users to ensure it solves real-life needs, processes and workflows. User acceptance tests help ensure features and functions work as specified. And of course, we train and support your end users and technical staff in how to make the most of the solution.

Ongoing monitoring

Once a solution has been implemented, we meet with you to review progress at two scheduled meetings: one at two months and one at six months post go-live. And we check with end users to gather their feedback. These meetings are crucial. They provide valuable data with which we can optimize the solution, and see if any further training or system configuration is needed.

"There were many different professionals involved in the system implementation at the Bravis Mother and Child Center. Pediatricians, gynecologists and care management—as well as nurses—played an important role. And then there was the technical team, comprised of medical technology, clinical, IT and purchasing specialists.

Only when all these experts work closely together as a team can one determine what the best system and approach is for the care process"

Martijn Franken, clinical physician
Bravis Hospital



The benefits of Ascom Clinical Consulting

Clinical workflows are under mounting pressure. Technological change is rapid and unrelenting. Resources are tight. Staff shortages and new hospital layouts pose major challenges. It's therefore never been more important to optimize workflows—to make more out of the resources you already have.

Working with you, Ascom Clinical Consulting can:

- Help ensure a technical solution is fully aligned with end users' needs and expectations
- Provide an overview of your care processes and workflows—and opportunities for improvement
- Make sure that care quality, patient satisfaction and staff needs remain center stage during periods of technical and/or change

Who can benefit?

Ascom Clinical Consulting is a natural starting point when planning an Ascom solution. You do not however need to have an Ascom system/solution to benefit from the service. In fact you don't need to have any system in place, and can use the service when designing as yet unbuilt facilities. Or you can opt to use the service to solve specific issues such as alarm fatigue or unsatisfactory alert response times.

One part clinician. One part technician.
Totally Ascom.

Every Ascom Clinical Consulting team includes at least one qualified nurse, an individual who understands the practical realities of clinical care. And whose insight helps ensure that technical solutions—no matter how complex—remain easy to use and geared towards clinical goals.





Ascom Clinical Consulting —part of the Ascom Healthcare Platform

The Ascom Healthcare Platform is a portfolio of services, software, devices and smartphones. These elements combine to let clinical information flow efficiently across systems, devices, care teams and points of care.

Integrate

- Unlocks fragmented/siloed data
- Makes clinical data more accessible
- Connects bedside devices and data to support clinical workflows
- Helps capture the voice of the patient

Orchestrate

- Acquires, filters, directs and confirms alert and task notifications
- Supports clinical insight at multiple points of care
- Makes clinical data available in EMRs, dashboards, apps, and handsets

Enable

- Makes patient needs visible and sharable
- Streamlines multi-step, multi-location care activities
- Connects care teams for coordinated care

Let's talk...

Ascom Clinical Consulting is currently available in Europe, the Americas and selected countries in Asia and the Middle East.

To learn more about the service, and how your facility can benefit from it, contact your nearest Ascom office or representative.

A full list can be found at: ascom.com



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About Ascom

Ascom is a global solutions provider focused on healthcare ICT and mobile workflow solutions. The vision of Ascom is to close digital information gaps allowing for the best possible decisions – anytime and anywhere. Ascom's mission is to provide mission-critical, real-time solutions for highly mobile, ad hoc, and time-sensitive environments. Ascom uses its unique product and solutions portfolio and software architecture capabilities to devise integration and mobilization solutions that provide truly smooth, complete, and efficient workflows for healthcare as well as for industry and retail sectors.

Ascom is headquartered in Baar (Switzerland), has operating businesses in 18 countries and employs around 1,300 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.

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