



Unite View with Dispatch

Unite View with Dispatch – centrally review and dispatch actionable alerts to your caregivers

How can you best utilize your highly skilled resources to provide exceptional care for your patients? Unite View delivers an efficient workflow option to centrally manage alert dispatching to your care team.

Ascom Unite View with Dispatch provides the perfect tool to streamline throughput and care efficiencies by centrally dispatching only actionable mobile alert notifications to your caregivers. This reduces unnecessary work interruptions and allows your caregivers more time to focus on delivering exceptional care.



Offers flexibility to forward only actionable events to a caregiver



Provides access to patient demographic information in the EHR



Enhances workflow efficiency through a consistent approach

Change the way you manage and dispatch tasks

Sending alert notifications about clinical events to mobile caregivers is an important aspect of today's care environment, but constant work interruptions can negatively impact a caregiver's effectiveness.

These interruptions, for non-actionable events, play a critical role in reducing overall efficiency. For healthcare organizations

still struggling with how to balance patient care and workflow efficiencies, centrally dispatching mobile alerts can be an effective option.

"Alarms are intended to alert caregivers of potential problems, but can compromise patient safety if they are not properly managed."¹ Centralizing the management and dispatching of alerts enables you to forward only clinically actionable events to your care team. Your caregivers have more time to respond without being overwhelmed with nuisance alert messages on their mobile devices.



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Flexibility to manage alerts centrally

Unite View delivers an intuitive desktop client providing you the flexibility to centrally manage all alert messages from clinical systems like nurse call or patient monitoring – allowing you to dispatch only those messages that are clinically relevant and actionable. You decide not only which messages to send out but also what staffing resource is best equipped to handle the task. You have the option to forward the message as is or customize it with additional information.

Benefits

- Enables flexibility to dispatch alerts centrally
- Minimizes nuisance alerts
- Safeguards events from being ignored
- Provides enhanced workflow efficiency

Unite View with Dispatch has multiple user scenarios to help you take full advantage of implementing central dispatching. Both scenarios illustrated below are focused on helping you achieve fewer work interruptions while maximizing the efficiency of your care teams.

Centralized surveillance for patient monitoring



Complements “war room” setup providing remote, centralized surveillance for patient monitoring

- Alarms are triaged based on patient monitor system data to determine what, if any, response is necessary.
- Unite View is utilized to conveniently and quickly dispatch actionable alerts to the appropriate caregiver or dismiss the alert.
- Contributes to reduction in alarm fatigue by minimizing number of alert messages received by caregivers.

Clinical oversight and supervision



Supports centralized clinical oversight for units/wards that wish to streamline workflow

- Provides single point of oversight to dispatch only those alert messages that require action.
- Options to send alert message to assigned caregiver or change the assignment based on what task or knowledge is required.
- May add customized notes or instructions to caregiver if additional information is crucial to carrying out the task.

1. Joint Commission (2013) *Joint Commission announces 2014 National Patient Safety Goal*, Joint Commission Perspectives, July 2013, Volume 33, Issue 7

Note: Unite View with Dispatch is dependent on additional Unite software deployment.

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