Ascom care coordination solution for acute care

It's all about better outcomes

The Ascom care coordination solution empowers clinicians. It makes it easy to access and share context-rich clinical data. It enables clinicians to request help, including physician input, while on the move. It helps ensure clinicians coordinate with colleagues and resources needed for optimum care delivery. The Ascom care coordination solution is all about better outcomes.

Key benefits

The ability of the solution to quickly share alerts and clinical data with colleagues, and to coordinate appropriate responses, offers numerous benefits to patients and clinicians:

- It can help optimise response times to critical patient events. Clinicians can quickly assess situations and can summon appropriate support[1]

- Patient information and clinical data is securely delivered to built-for-healthcare handsets. Key staff members are kept in the loop, wherever they are in a facility

- Clinicians can access and upload data to Electronic Patient Records (EPRs) while on the move. Workflows are smoother, with less documentation and paper-based administration[2]

- Clinical data goes to medical staff - not vice versa. Staff can access data (in the form of messages, voice, images, videos, waveforms, charts) without walking to nurse stations or stationary displays

- It reduces clinicians' exposure to non-clinically significant alerts, which can help reduce their cognitive burden[3]
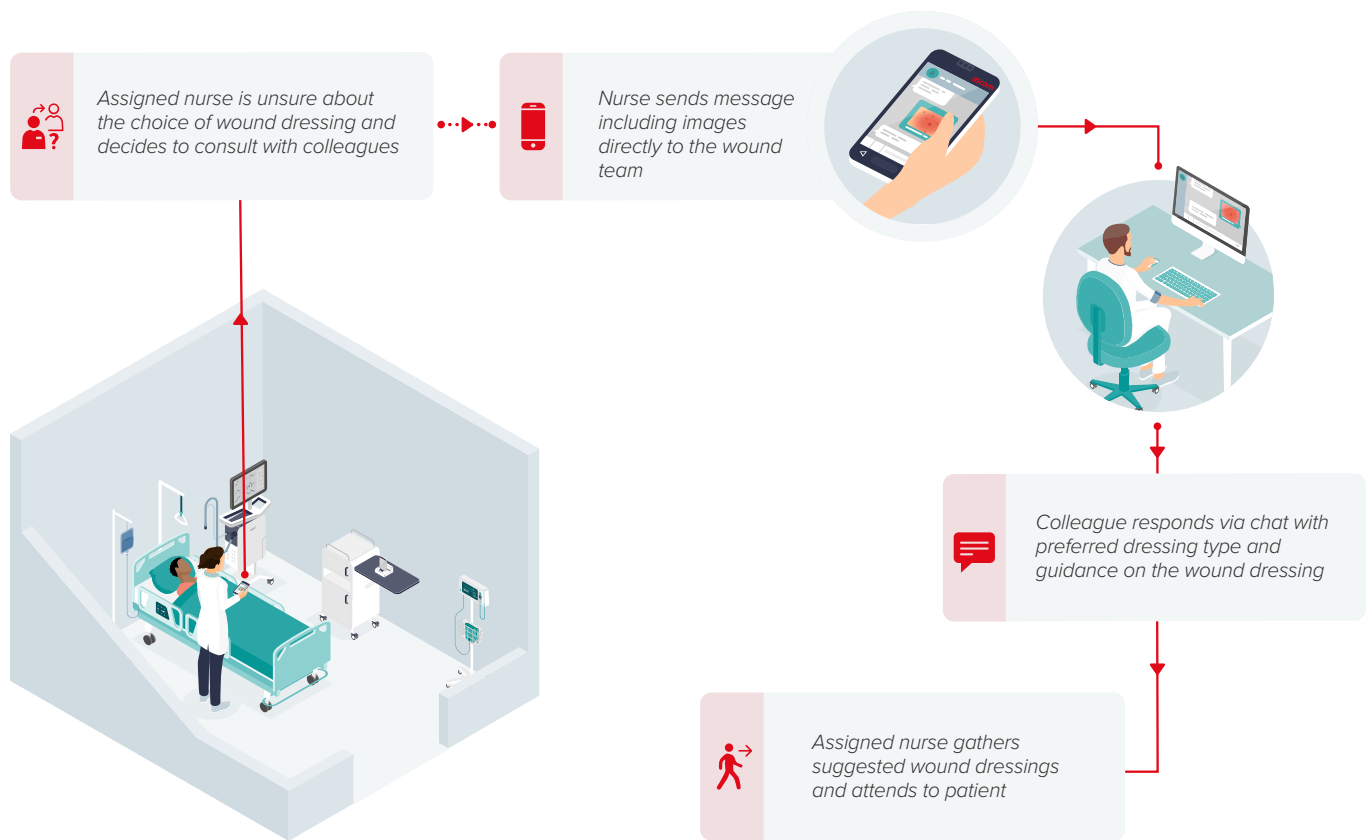
Care coordination on your terms

Each Ascom care coordination solution is unique - tailored to a specific site or unit. Whatever the needs for your hospital, we ensure the solution is interoperable with your existing or planned communication systems and infrastructure.

Solution components

An Ascom care coordination solution typically includes modules from our software suite, as well as enterprise-grade handsets that include everything from the Android Enterprise Recommended* Myco smartphone to a wide range of DECT and VoWiFi phones and pagers.
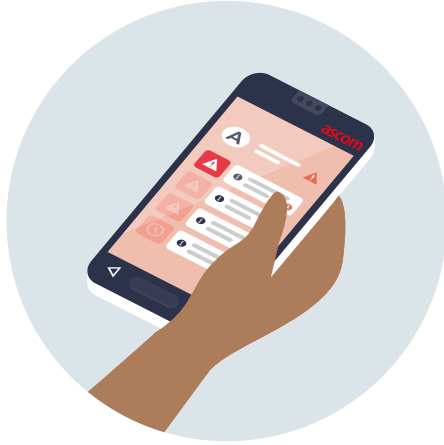
Workflow example - wound assessment

Assigned nurse is unsure about the choice of wound dressing and decides to consult with colleagues

Nurse sends message including images directly to the wound team

Colleague responds via chat with preferred dressing type and guidance on the wound dressing

Assigned nurse gathers suggested wound dressings and attends to patient

"The principal values for Tyks Lighthouse Hospital include a customer-oriented approach, family-centred care and patient safety. By means of functional planning, we can make sure that the values are not just empty words but they are a concrete part of the daily operations of the hospital, the quality of service and patient experiences."

Annika Lindblom

Hospital Planner at Turku University Hospital

Your challenges

All too often, clinicians use multiple tools in order to coordinate care delivery and responses. This can involve calling, paging, passing written messages, walking to nurse stations and so on. It is a fragmented, reactive process that wastes time and can compromise patient safety.[4]

Common care coordination issues include:

- Double documentation and its associated risks of transcription errors

- Time lost contacting colleagues, often because of fragmented clinical directories

- Staff unnecessarily exposed to nuisance alerts, which can be disruptive in patient care

- Sub-optimal handover routines that can result in insufficiently briefed staff, diagnosis errors and treatment delays[5]

"The Ascom solution allowed us to make the patients visible to the nurses, no matter where they were in the building."

Natalie Forrest

Former CEO, Chase Farm Hospital London

Features and benefits

- Proven and deployed at thousands of facilities worldwide

- Fully open and interoperable with many medical devices and healthcare communication systems on the market

- A unique end-to-end solution that includes everything from initial workflow assessments with Ascom Clinical Consultants to tailored Solution Lifecycle Plans and training

- The solution is scalable, from small specialist departments to multi-site healthcare estates

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*Android is a registered trademark of Google PLC.
Microsoft Windows® is a registered trademark of Microsoft Corporation.

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[4] Machon, Michelle; Knighten, Mary Lynne; Sohal, Janet. 2020-10-01.

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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, near-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 mobilisation 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.