

Change Summary

PerfectServe

Project

In response to provider and clinician feedback regarding the ongoing challenges with Spok Mobile, a multidisciplinary MHC team reviewed multiple paging/scheduling solutions and selected PerfectServe as a replacement for clinical paging.

PerfectServe, rated best-in-class for clinical paging, was selected by a steering committee comprised of physicians and staff because it best met our identified needs, including two-way paging, interfaces, ability to cascade messages to another recipient if no one responds within a set timeframe, and on-call scheduling.

Purpose

Why are we changing?

A reliable messaging solution is mission critical to support timely patient care and deploy emergency notifications to our Healthcare Team.

What are the benefits of changing?

PerfectServe will provide:

- Fast, reliable, and safe communication in both the clinical and emergency management settings.
- HIPAA-compliant secure communication/messaging for providers and clinicians.
- Improved efficiencies in provider on-call scheduling.
- Improved dissemination of emergency notifications to providers and staff.
- Integration with Cerner, Nurse Call, and wireless phones.

What are the consequences of NOT changing?

Continuing Spok Mobile would prolong:

- Unreliable paging
- Patient safety liability risk
- Inefficient emergency management notification
- Security and patient privacy risks
- Inability to take advantage of future technologies

Particulars

What are we changing?

PerfectServe has two products:

- **Lightning Bolt:** on-call scheduling, replacing SmartWeb and Qgenda
- **TelmedIQ:** paging/texting/mass messaging, replacing Spok Mobile

PerfectServe will also allow integration with Cerner, Nurse Call, and in the future, our wireless phones.

When will the go-lives occur?

- Lightning Bolt for scheduling: late April
- TelmedIQ for paging/texting/mass messaging: June

How will training be offered?

- Self-guided HealthStream module
- On-demand training video
- User guides with step-by-step instructions
- Optional virtual demo sessions with Q&A
- At-the-elbow support, as needed for users to ensure a successful transition during go live.
- Look for communication on role-specific training.

People

Who will be impacted by the change?

- The entire Healthcare Team, in particular:
 - Physicians/APPs/Clinicians/Nurses
 - On-call Schedulers
 - Staff who use on-call and paging systems
- All Healthcare Team will be impacted by implementation of a mass messaging solution.

Where to get help or direct questions?

- www.munsonhealthcare.org/PerfectServe
- Please contact PerfectServeProject@mhc.net.