

IMPROVING HEALTHCARE CONNECTIVITY COULD HELP IMPROVE HEALTHCARE OUTCOMES

Smart Talk



Honeywell

COMMUNICATION SYSTEMS IN HEALTHCARE MUST BE ACCURATE

In a business where there is little to no margin of error, and multiple decisions could have dramatic impacts on the lives of patients and their families, the speed and accuracy of information is critical. This is especially true with frontline caregivers, nurses, technicians, lab personnel, hospitalists and others who play a vital role in delivering quality care.

In addition to the importance of keeping care teams connected and sharing timely and accurate information to deliver positive outcomes, their performance is directly related to potential liabilities the hospital could face if mistakes are made in delivering that care. In many cases, the financial and reputational liabilities could be extremely detrimental to the bottom line.



According to a report from the NIH, medical errors have been reported as the third-leading cause of death in the U.S. alone. One study reported that approximately 400,000 hospitalized patients experience some preventable harm each year, while another estimated that >200,000 patient deaths annually were due to preventable medical errors. And the reported cost of medical errors is wide-ranging, with some experts estimating \$20 billion each year.¹

COMMUNICATION SYSTEMS IN HEALTHCARE MUST BE EFFECTIVE

While there have been technological advances like electronic medical records that have been helpful in reducing errors and producing better outcomes, they aren't at the fingertips of fast-moving frontline caregivers who make constant split-second decisions and need to collaborate with other busy members of

their teams. The size of those teams has been getting smaller year after year as the healthcare industry struggles to build a workforce that can keep up with demand.

The shortage of healthcare workers is not new, but it has been exacerbated by the COVID-19 pandemic. Since then, hospital employment has declined significantly to nearly 94,000 employees since February 2020, including a drop of over 8,000 employees between August 2021 and

September 2021 alone.^{2,3} The Bureau of Labor Statistics projects the U.S. will face a shortage of 195,400 nurses by 2031, and the number of openings for home and personal health aides will increase 37% by 2028.^{4,5}

Access to information and ease of communication are critical to healthcare operations, especially considering the multiplier effect they could provide to an ever-declining number of caregivers.

COMPLETE HEALTHCARE COMMUNICATIONS CREATE OPPORTUNITIES FOR BETTER CARE

This is where unified communications mobile connectivity systems make a huge difference. Collaboration and access to important, time-sensitive information are instantaneous.

And the integration of connected mobile devices with things like wearable sensors can deliver real-time information to caregivers on heart rates, glucose levels, blood pressure, oxygen saturation and more, helping increase response times, improve interventions and, in the long run, reduce readmissions, which increases savings and profitability.

Imagine improved communication during interfacility transfer (IFT) by those who deliver care in various locations. The rapid exchange of information from doctor to doctor and facility to facility, especially if something changes in transit, would be a gamechanger for the patient and the receiving hospital. Critical, potentially life-saving information would be up to date and immediately accessible by those who will take over care.

The potential to integrate mobile devices with large language platforms like artificial intelligence allows caregivers to harness that knowledge when it comes to evidence-based treatment protocols and other vital information to deliver quality care in a timely manner.

Creating a connected healthcare ecosystem offers the potential to revolutionize care and unlock financial opportunities to invest in new service lines or centers of excellence. The ability to better manage patient flows, quickly adjust treatments, produce more accurate diagnoses and more effectively manage fewer staff, is essential to the future of the hospital, patients and caregivers.

So, how do we make this a reality?



IMPROVING THE HEALTH OF HEALTHCARE COULD BE CONNECTIVITY

Creating an interconnected system that uses smart devices, low-latency networks, along with interoperability and scalability are key. Wired and wireless technology, cloud and edge computing, standardized communication protocols and APIs, as well as creating a private network are all things to be considered. But, regardless of these technologies, frontline caregivers need something at their fingertips now to harness the knowledge that's available so they can put that knowledge to use in the right way at the right time.

Smart Talk API Services from Honeywell provide powerful tools for building customized communications solutions for your healthcare enterprise. Smart Talk offers a wide range of functionalities including event management, notifications, communication, geolocation, secured directories and the ability to connect with your existing systems.

The Smart Talk API enhances system administration by enabling the creation of groups, geolocation tracking rules, retrieval of subscriber details, authentication, along with reporting and statistics.

In addition, it's a powerful tool for what may be the most important asset in a healthcare environment: communications. One device can

perform all functions: send messages, retrieve conversations and message attachments, message on-duty personnel, create voice or video calls, and create group chats.

Recall the staggering statistics from earlier about just how significantly the number of nurses and physicians has declined since 2020. Unified, real-time communication with Smart Talk not only enhances hospital communication systems but can also help slow the shortage. That's because this cutting-edge software keeps nurses and physicians engaged.

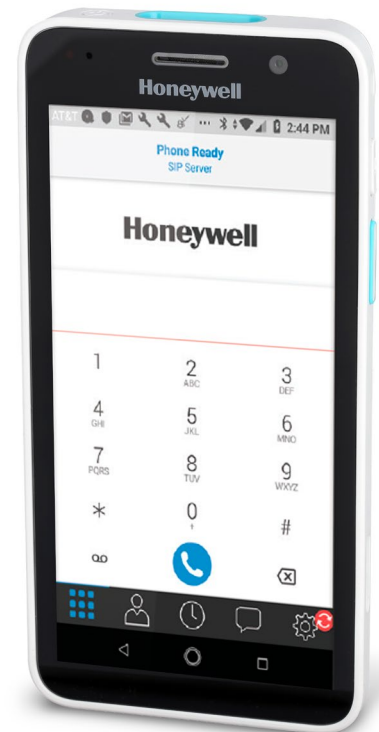
Honeywell Smart Talk's enhanced mobility, improved collaboration and streamlined workflow give clinicians more time to focus on their patients and make the right care decisions. When these professionals reduce their workload with technology-driven efficiencies, their engagement increases, which increases job satisfaction and retention of talented workers. This is supported by various research and reports, including Accenture's insights in "Reinventing Care Delivery to Help Solve the Nursing Shortage."⁶

In addition, Smart Talk is specifically designed to seamlessly facilitate system integration, customized communication and acceleration of application development. It allows you to connect your IT/OT and IoT systems, which enables communication, automation and real-time information sharing related to data, equipment and personnel.

That's pretty smart.

If you would like to learn more about **Smart Talk API** from Honeywell for your healthcare system, let's talk.

Smart Talk is designed to help nurses and doctors do what they do best — provide timely, accurate, patient-focused care.



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For more information

<https://sps.honeywell.com/us/en/software/productivity/smart-talk>

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