



# VESTA® COMMUNICATOR CASE STUDY

## MCLEOD HEALTH

### ENHANCING HEALTHCARE WITH USE OF EMERGENCY NOTIFICATION TECHNOLOGY

McLeod Health is a not-for-profit, regional healthcare organization that serves a 15-county area and more than one million people in northeastern South Carolina and southeastern North Carolina. Founded in 1906, it currently operates seven hospitals, two urgent care centers and approximately 90 medical practices.

Working in the healthcare environment presents many challenges, including 24/7 patient demands, complex staffing needs and emergency preparedness and disaster recovery requirements. Further, McLeod faces the obstacle of getting in touch with around 8,600 physicians and staff across multiple locations. Knowing fast, accurate communication is essential to upholding its commitment to improve the health of the people in its communities, McLeod sought emergency notification technology.

#### PUTTING THE RIGHT SOLUTION TO WORK

McLeod Health implemented the VESTA® Communicator notification solution from Motorola Solutions in 2007. The decision was easy after

witnessing its aptitude to automate critical communications across the multiple contact devices of management, response teams, on-call personnel and others. Their team also appreciated the abilities to view notifications in progress and to gather immediate, measurable feedback.

Michal Ferber, Director of Telecommunications for McLeod Health, has been involved with the VESTA Communicator solution since day one and says they use it for "everything." From disaster notifications to day-to-day operations, Michal and his team activate their system on average 25 times per day.

"One thing we have learned is the more you use the system, the more you figure out the things to do and not to do, like with any system.



"I tell everybody to use it for everything. Don't think of it just as an emergency tool – use it for everyday logistics. Then it becomes second nature when you need it for a disaster, not only from a user standpoint, but for those receiving the calls and responding to prompts. It helps every way around," said Ferber.

Their home health office typically uses the VESTA® Communicator solution every other day to disseminate information to their employees, all who work in the field. Inside the hospitals, the nursing directors will send "high census alerts" to physicians when a hospital has reached full capacity and needs to expedite discharges. It is also used for every emergency code, as well as for drills and exercises. But, much of the VESTA Communicator solution's use is for scenarios where Motorola Solutions' Application Programming Interface (API) is involved for integration with other systems and tools.

For example, after-hours visitor announcements are scheduled through the VESTA Communicator solution and pushed through overhead speakers. Cardiac Catheterization team after-hour call backs are also a prevalent use. This means, when an emergency catheterization needs to be performed after hours, the emergency call is dispatched to the operator whose console has a one-button activation feature. Through the integration, the custom program will automatically look to see who's on call, create a scenario within the VESTA Communicator solution and then make secure voice calls to on-call personnel.

**"When we were looking for a notification system, the number one item on our list was integration. We wanted a system that had an API available, so we could exploit every feature, every bit of potential. We didn't think of it as buying an emergency notification system. We wanted to get a notification system that we can use for disasters, as well as for everything else," added Ferber.**

McLeod is experiencing much efficiency in comparison to prior manual communications methods. For emergency codes, the operator was spending five minutes to manually call everyone and get them dispatched to a code. Using the VESTA Communicator solution, time necessary has been reduced to a minute-and-a-half. The same is true

## THE VESTA COMMUNICATOR SOLUTION FOR HEALTHCARE

- Alerts personnel of critical and non-critical events
- Fills open and on-call positions for physicians and nurses
- Facilitates non-emergency announcements, such as visitation hours
- Mobilizes volunteers as needed
- Automates emergency codes to expedite action
- Advises personnel of drills and exercises
- Surveys patients on quality of care received

for McLeod's Cardiac Catheterization team. It previously took up to 10 minutes to call everyone and get them en route to the hospital. This is now accomplished in a minute-and-a-half, significantly improving "door to balloon time."

The use of the VESTA Communicator solution has obviously created many efficiencies within McLeod Health. These benefits not only deliver a significant return on technology investment for the organization. They've also positioned them to better fulfill their mission to keep their community in good health.

## THE VESTA® SOLUTIONS SUITE

Our VESTA® Next Generation 9-1-1 solutions serve more than 60% of all U.S. Public Safety Answering Points, as well as Federal DoD operations globally. Our Emergency Notification solutions support the communications needs of hundreds of public and private sector organizations worldwide. As one of the most trusted solutions providers in Public Safety communications, we help people be their best in the moments that matter.

Experience the VESTA difference. Call **951.719.2100**.

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