

Facilitating How Care Teams Collaborate, Communicate and Coordinate

Mobility has changed how health information is sent, received, and used – transforming how physicians, care teams, and ancillary support services collaborate and communicate across the care delivery system. When implemented effectively, they can make a positive impact to improve: **care measures, clinical workflows, patient throughput, transitions of care, patient safety, and satisfaction/retention.**

At Nectar and our sister company VertitechIT, we help our clients optimize the deployment and adoption of **Clinical Communications and Collaboration (CC&C)** systems into clinical workflow. To do so, it is imperative that resources and time are put into customizing an integrated, dynamic approach for evaluating and orchestrating a deployment strategy that takes into consideration the People, Processes, Information, and Technology.

The Opportunity



Why Nectar and VertitechIT?

While technology is often the catalyst for change, we recognize that it is only one of the many tools and influences built into the human aspect of delivering healthcare. At its core, clinical decision making and the delivery of **care is in the hands of humans** who must process, prioritize, and act upon a myriad of information disseminated through a disparate system of **Alerts, Alarms, Interventions, and Communication**. Regardless of how amazing the technology, the biggest dependency will always be the **human factor**. We believe that to be successful in achieving full adoption and interoperability of technology into workflows, **you must first recognize the relationship between the technology and the human factor.**

At Nectar, we don't redesign humans, we assess the relationship between humans, technology, and the systems with which they interact. We focus on improving efficiency, ease of practice, productivity, and satisfaction with the goal of optimizing the technology within workflows while enabling improved clinical outcomes.

Like the gears of a vehicle, it is imperative that each of those systems are integrated and tuned to enable the delivery of care.

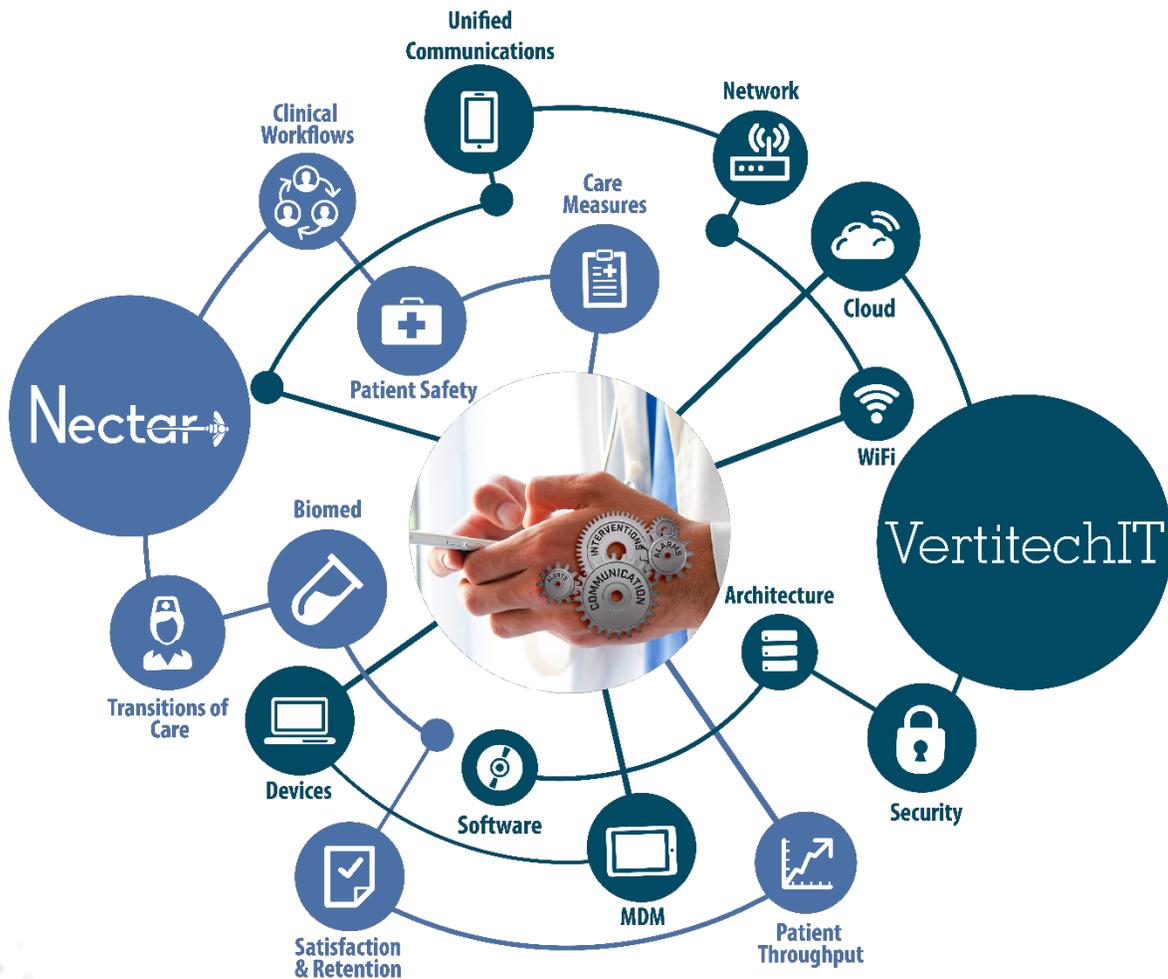
We believe that technology can transform healthcare but **going Beyond the Technology can transform a life.**



Nectar VertitechIT

As members of the GPMF ecosystem, Nectar and VertitechIT have partnered to develop an integrated and symbiotic approach for organizing a strategic roadmap to the development, deployment, and adoption of Clinical Communication and Collaboration within a healthcare system.

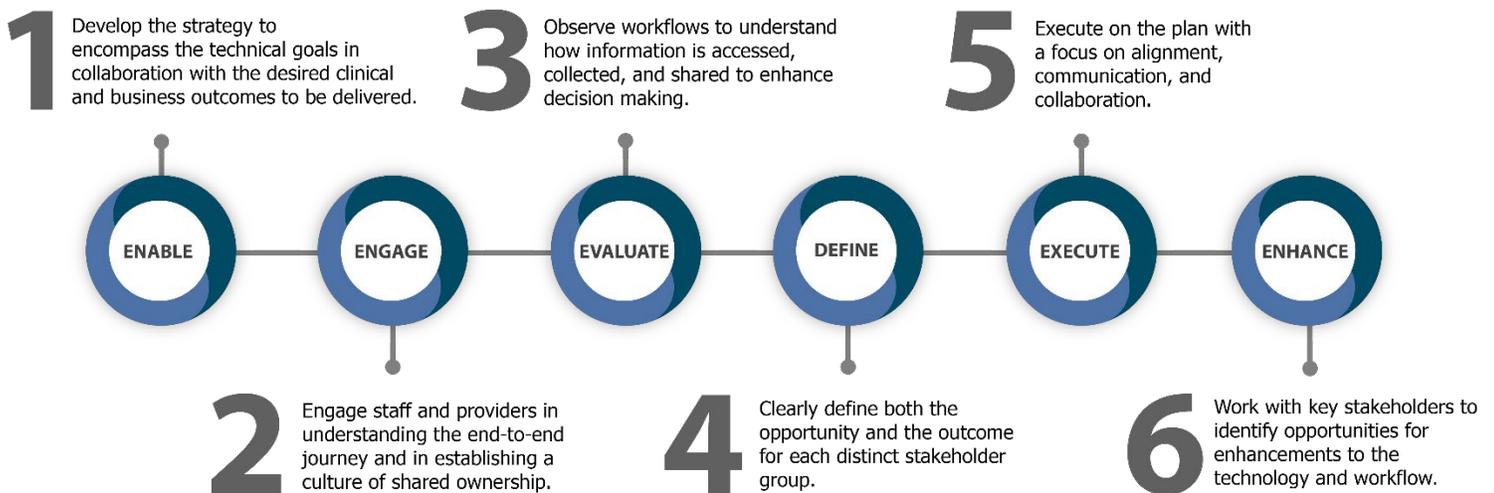
While VertitechIT focuses on IT infrastructure, architecture, and system-wide interoperability required for the integration of the technology, Nectar is working in parallel to evaluate, engage, and collaborate with the people, workflows, and user requirements necessary to make the technology successful. Within healthcare, we must recognize that no matter how fabulous the technology, if the care teams perceive the technology as a “tripping hazard” within their workflows, they will create work-arounds, impeding full adoption. Those detours are costly and render the perception that the technology is obtrusive or broken. With one integrated approach from Nectar and VertitechIT, we improve efficiency, creativity, productivity, outcomes, and job satisfaction, with the goal of optimizing the technology within workflows.



Six Principles for Integrating Technology into the Model of Care

Beyond the Technology Management (BTM) is an approach evolved and trademarked from being a part of the planning and deployment of technology initiatives in dozens of hospitals and hundreds of clinics. The six principles within BTM are the foundation for facilitating the engagement, assessment and evaluation of current state workflows in preparation for future state technology, supporting interoperability of all elements of healthcare, prioritizing clinical workflow, and health outcomes for patients.

- Develop the strategy, communication, and implementation plans to **enable** the technical goals in collaboration with the desired clinical and business outcomes
- **Engage** staff and providers in understanding the journey end-to-end and in establishing a culture of shared ownership
- Observe and **evaluate** current state workflows to understand how information is accessed, collected, and shared to enhance decision making. Be observant to the system and how the technology integrates into the human factors while delivering patient care.
- Clearly **define** both the opportunity and the outcome for each stakeholder group and a deployment strategy that translates into aligned deployment timelines in multidisciplinary environments.
- **Execute** on the plan with a focus on alignment, communication, and collaboration
- Work with key stakeholders to identify opportunities for **enhancements** to the technology and optimization within future state workflows



¹ "Patient Safety and Quality: An Evidence-Based Handbook for Nurses" Agency for Healthcare Research and Quality

² Evans, J & Brooks, B. Secure texting for healthcare – the time has come.

³ Ritu Agarwal, M.B.A., Sands, D.Z., & Jorge Diaz Schneider BS, M.B.A Quantifying the economic impact of communication inefficiencies in US hospitals. Journal of Healthcare Management, 55(4), 265

⁴ The state of clinical communication and workflow, HIMSS Media