

# Avaya Healthcare Solutions

Rob Gramiak

Product Management - Healthcare Solutions

- ▶ **Smart Devices** can impact collaboration and people being more effective since healthcare is:

Mobile

Information Intensive

Increasingly Networked

Communications Intensive

Time Critical

Collaborative

Process and Task Driven

Patient Centric

## **Push the boundaries of the Patient-Centered Care Model**

- ▶ Save time and money while improving overall health care quality

## **Devices facilitate improved communication, care coordination, and access**

- ▶ System finds expert vs end user to know who to contact
- ▶ Real time integration with various technologies to receive and make updates
- ▶ Mobile and bedside access to processes, information and people

## **Devices facilitate less human intervention**

## **Success Stories and Why**

- ▶ Parkview Medical Center
- ▶ Ottawa Hospital
- ▶ Mayo Clinic

## Challenges

- ▶ WiFi access to support communications
- ▶ System integration with single source updates
- ▶ User learning curve
  - ▶ change the way clinicians do things
  - ▶ the smart devices themselves

## Lesser Challenges

- ▶ Security
  - ▶ accounts, passwords, server storage, device wipes and access
- ▶ Misuse
  - ▶ control content, capabilities and type of device
- ▶ What devices to allow and why
- ▶ Physical use in clinical setting

**AVAYA**

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