

Reshaping care team communication and collaboration

The quality of care team communication can directly influence patient experience, overhead costs, and operational efficiencies. Technology and data can help healthcare organizations coordinate care team communications to improve patient engagement and enhance clinical, operational, and financial efficiency and effectiveness.

Inefficient communication is a risk to patient safety and can create a significant financial burden for hospitals and health systems.

Inefficient workflows, pagers, and lack of secure text messaging costs hospitals and health systems an estimated **\$1.75 million each for a total industrywide cost of \$11 billion.**³



An estimated **80% of serious medical errors** are due to miscommunication during patient handoffs.¹

A 500-bed hospital loses over **\$4 million annually** due to poor clinical communication.²

Patient-centered communication

CareAware Connect™ is designed to address inefficiency challenges through unified communications and collaboration across the entire care team. Patient-centered care team capabilities are enabled through an intelligent directory that allows users to easily find team members associated with a particular patient, including on-call and covering roles.

A single toolbelt for the entire care team

CareAware Connect is an enterprise clinical communication solution that:

Enables messaging, directory, alerting, and telephony functions to **keep the care team connected** across the enterprise

Provides access to a multi-purpose clinical communications solution all from a **single hand-held device**

Supports critical communication and alerts for timely incident response, collaboration, and documentation



Closing clinical communication gaps

Clients who used *CareAware Connect* reported:



50% decrease in perceived response times among interdisciplinary team members⁴



49% decrease in sepsis alerts⁵



39-minute decrease in median time to chart⁷



35% improvement in care team communication satisfaction⁶

Our integrated communications solution aims to help enhance collaboration and streamline patient care by delivering near real-time health information to the appropriate care team members at the right time.

“CareAware Connect changed the game because I now can use one device and do my entire job with it all while I am at the bedside with my patient. That is huge.”

Kassandra McKnight-Young, BSN, RN, Senior Clinical Informaticist, University Health

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Sources :

1. Fierce Healthcare, “Joint Commission Center for Transforming Healthcare tackles miscommunication among caregivers,” October 2010, <https://www.fiercehealthcare.com/healthcare/joint-commission-center-for-transforming-healthcare-tackles-miscommunication-among>.
2. National Institute of Health, “Quantifying the Economic Impact of Communication Inefficiencies in U.S. Hospitals,” July to August 2010, <https://pubmed.ncbi.nlm.nih.gov/20812527/>.
3. Ponemon Institute, “The Imprivata Report on the Economic Impact of Inefficient Communications in Healthcare,” June 2014, [https://www.ponemon.org/local/upload/file/2014%20Imprivata%20Report%20FINAL%203\(1\).pdf](https://www.ponemon.org/local/upload/file/2014%20Imprivata%20Report%20FINAL%203(1).pdf).
4. Oracle Cerner Value Statement Library (VSL), Truman Medical Centers (TMC), YEAR?
5. VSL, UHS of Delaware (UHS), 2021
6. VSL, TMC, 2019
7. VSL, UHS, 2019

All client outcomes were achieved in respective settings and are not representative of benefits realized by all clients due to many variables, including solutions scope, client capabilities, and business and implementation strategies.