

Strategic Implementation for Smarter Care

San Juan Regional Medical Center



perfectserve. SUMMIT

Who We Are: San Juan Regional Medical Center

- Community-owned, nonprofit hospital
- Located in Farmington, New Mexico
- 198-bed Level III Trauma Center
- 1800+ employees
- Serving the Four Corners region for over 100 years
- Comprehensive healthcare services across three cities and two states with more than 30 specialties



San Juan Regional Values



Mission

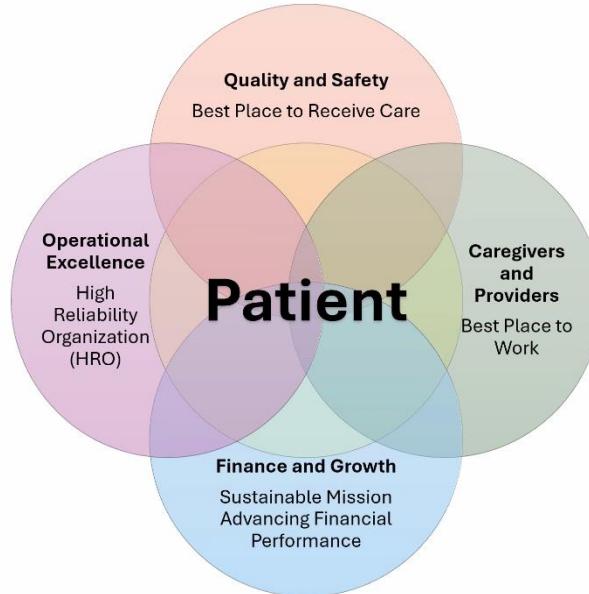
Better is our mission, improving lives through personalized health and care.

Vision

Deliver world-class care making lives better for the communities we are privileged to serve.

Values

Sacred Trust
Personal Reverence
Thoughtful Anticipation
Creative Vitality
Team Accountability



4 Pillars of IT as the Center of Excellence and Transformation

Patients, Dollars, Safety, Tech

- Patients and Caregivers @ the center
- Stewardship – Finance
- Quality and Safety – Quality and Cybersecurity
- Operational Excellence - Technology - Infrastructure

SJRMC Current State: Reflections on Discovery

Current State

- Communications via phone calls, Cisco devices, Everbridge, SMS, WhatsApp, some Vocera badges and live answer after hours
- Collaboration licensed for all sites with heaviest use in the ED
- Cerner EHR, Cisco telephony, Baxter nurse call, Everbridge and Alertus enterprise alerts, QGenda and Amion scheduling, Aeromark bed turnover messages

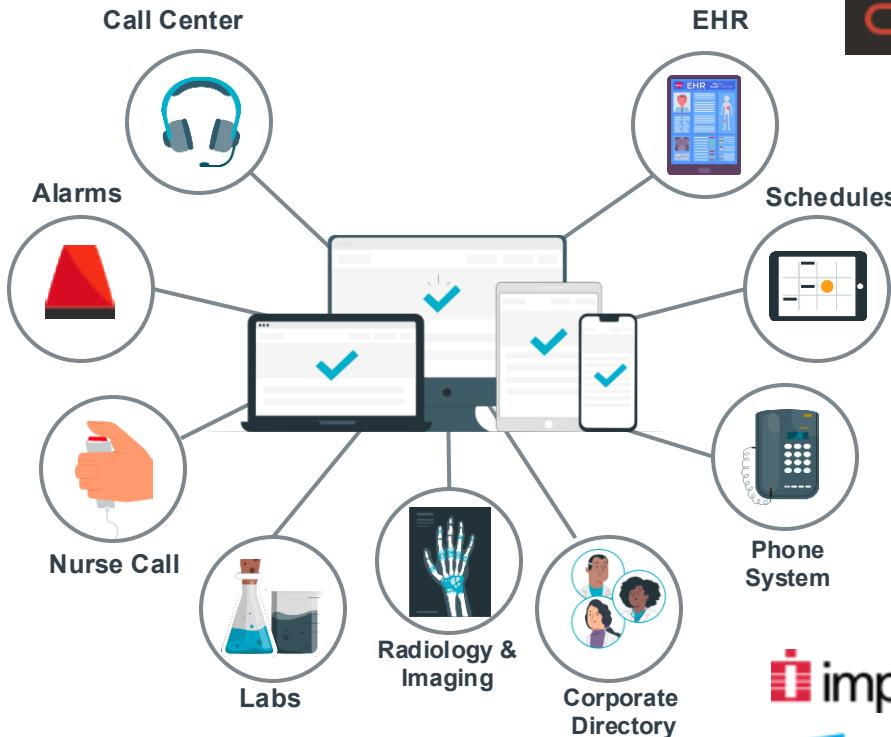
Challenges

- Too many disparate ways to communicate
- Cisco phones have dead spots
- Care team assignment updates (Yellow Team, Green Team, etc.) are hard to share / outdated
- Critical lab notifications and fax workflows are cumbersome
- Misdirected communications can lead to clinician burnout and poor patient outcomes

Desired State

- Communications that work for all care team members
- Leverage investments made in Cerner, Cisco, Baxter, Amion, QGenda and other technologies to drive communications strategy
- Automation and rules streamline routing while improving KPI's
- Consolidate, integrate or eliminate
- Develop governance for sustained success

Current State:



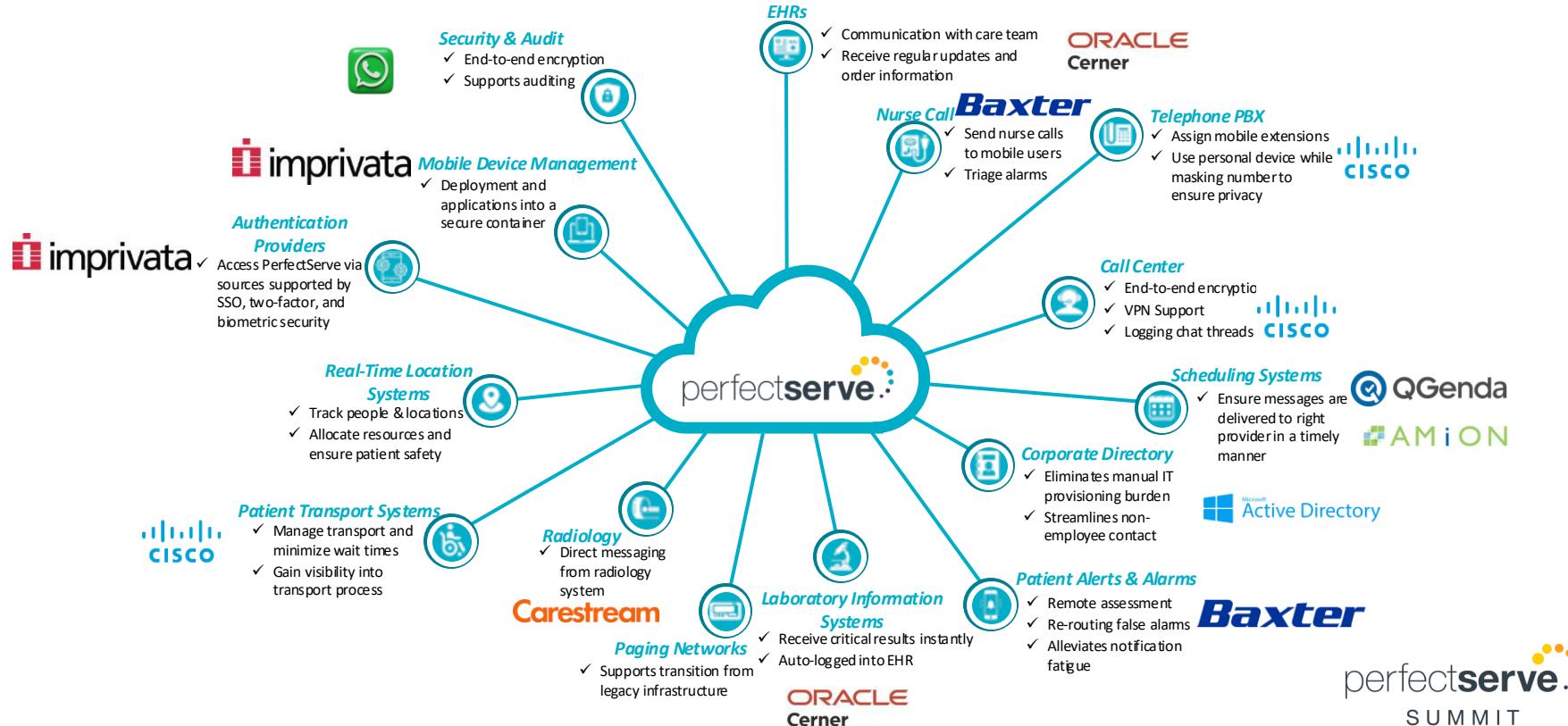
One Comprehensive Solution — PerfectServe Unite



A cloud platform that unifies mission critical communication workflows and accelerates speed to care and operational efficiencies across the continuum.....

Future Deeply Integrated Across the Care Continuum

PerfectServe promotes interoperability and enhances value of IT investment by integrating with 250+ clinical, IT, and telecom systems to unify communications, streamline care coordination, and improve patient experience.



KPIs

Patient First

- HCAHPS score improvements
- Time to discharge
- Patient safety

Integration Points

- Number of integration points
- Priorities – nurse call, lab

Ability to Communicate

- Activation of code teams
- Communication Between ED and Floors
- ED Wait Time

Reduction In Vendor Footprint

- Cost-savings
- Consolidation points

Thank you!

