

# Newton Wellesley Hospital

Enhances patient safety and satisfaction with upgraded clinical communications



## The Challenge

Newton Wellesley Hospital (NWH), part of the Mass General Brigham Integrated Delivery Network (IDN), provides expert medical services, with an emphasis on personalized patient care and satisfaction. Their aging clinical communication system reached end-of-life therefore limiting their ability to leverage modern technology to improve workflows and access real time actionable data. NWH required a technology partner to help them modernize their infrastructure and clinical workflows to help impact clinical decision making, communication, escalations, rounding, response times, and overall organization collaboration.

## The Solution

In 2020, SIGNET provided full integration services, including project management, clinical consulting, and design engineering, for the implementation of the upgraded leading-edge clinical communication system. This layered clinical communication solution includes modern hardware in all patient rooms and clinical areas, a secure communication application on handheld medical devices, and an enterprise grade data analysis platform. SIGNET's engineering and clinical consultation services provide huddle, manager, and executive dashboards within the enterprise grade software for the clinical staff and leadership at Newton Wellesley. These customized dashboards pull in real time hospital informatics to generate digestible data that benefits all levels of clinical staff.



## Why SIGNET?

- Trusted partner of previous clinical communication system
- Collaborative, expert focus on workflow design and system engineering helps maximize positive clinical outcomes and investment
- Reliable, responsive customer service and access to onsite support through local presence
- Ongoing clinical informatics support for system optimization and future enhancements

## The Benefits

By upgrading their clinical communication solution, Newton Wellesley is able to take advantage of the leading-edge integration and analytics that help support strategic business decisions and improve insight into their operations processes, specifically, patient throughput, staff satisfaction, hiring and retention, and overall organization collaboration.

From a clinical perspective, access to customized dashboards provides insight into patient call types, rounding details, and response times across multiple systems and departments. The system includes a sophisticated workflow logic, designed by SIGNET's Clinical Informatics team, to help facilitate operational efficiency and drive patient satisfaction. The secure mobile application and wireless devices provide on the go alerts and notifications for improved communication, workflow processes, and patient satisfaction, all while creating a quieter environment. SIGNET's clinical team and Newton Wellesley's hospital leadership continue to review future scalability opportunities of the solution to introduce new layers of workflow.

## About SIGNET

Founded in 1974, SIGNET is a Massachusetts-based, ISO 9001 and ISO 27001-certified solutions provider that helps enterprise clients manage their critical technology environments successfully. For over four decades, clients have partnered with SIGNET to address the full spectrum of their systems and infrastructures - from design and engineering to installation and ongoing management.