

Avaya Healthcare and Life Sciences Solutions

About Avaya Healthcare and Life Sciences

As part of the Avaya Professional Services organization the Healthcare and Life Sciences business is focused on developing purpose built solutions which address many of the key challenges in this space. Our solution roadmap is driven by direct customer feedback and aligns to key business strategy initiatives within Healthcare and Life Sciences companies. Through unified communications solutions, best of breed 3rd party technology and integrated services Avaya is solving clinical business problems in an unprecedented manner such as:

- Cost of healthcare services
- Staff shortages
- Quality of patient care
- Facility capacity limitations and patient throughput
- Security and privacy

Positioning

Avaya healthcare solutions work with a customer's existing infrastructure and leverage the clinical and Healthcare Information Systems (HIS) in place. For example with Avaya healthcare solutions, hospitals can find new ways to improve processes and practices, reducing the need for expensive new systems or comprehensive staff training initiatives. Since nearly every system adheres to set standards, the network can be used to connect them together in ways that were never before possible.

The process automation and communications enablement of clinical processes results in numerous benefits including:

- Reduced cost through efficient process integration and equipment tracking – up to 25% decrease in Durable Medical Equipment spend
- Increased efficiency & satisfaction of clinical staff – recoup up to 4 hours of administrative work time for nurses

- Increased revenue – improve patient flow by 20% or more with communication-enabled ED admission and discharge processes
- Improved patient care and satisfaction – getting patients admitted quicker, discharged more efficiently, and cared for better

Healthcare Mobility Solutions

Fundamental technology solutions that give hospital staff greater mobility without compromising accessibility. They leverage presence, messaging, voice recognition and location capabilities to enhance staff productivity in a highly mobile environment.

They improve productivity with tasks ranging from locating and communicating with other staff to keeping track of patients and portable medical equipment as well as using mobile handsets to receive clinical alarms and alerts and other notifications. Avaya Clinical Mobility Solutions include:

Mobile Device Checkout

Avaya's Mobile Device Checkout solution supports nurses and hospital staff by helping to more effectively equip and manage nursing communications. Mobile Device Checkout allows nurses and clinicians to "checkout" a mobile handset while maintaining a personalized contact number at all times.

- Improved clinical communication and productivity
- Improved patient care – more time spent with the patient
- Reduced administrative requirements and equipment cost savings

Asset Tracking and Management

With Avaya's Asset Tracking and Management Solution, virtually anything in a hospital can be tracked including durable medical equipment, hospital employees, patients and communication devices such as wireless telephone handsets. The system can even monitor the temperature of critical refrigerated items such as blood units, medication or organs.

- Up to 40% reduction in lost and stolen equipment
- Up to 25% reduction in medical equipment rental costs
- Up to 10% overall reduction in equipment overbuy

Healthcare Workflow Solutions

Integrated communications technologies that leverage the Healthcare Mobility Solutions to accelerate workflows involving human-application or human-human interaction. When a clinical process uses these accelerated workflows the end result is improved staff productivity and operational efficiency. This translates into improved patient throughput, better patient care and reduced operating costs. Another important result is the increased clinician satisfaction as clinical staff spend more time with patients and less on administrative and manual tasks. Avaya Clinical Workflow Solutions include:

Patient Discharge

Avaya Patient Discharge solution identifies and reports the location and status of critical resources in a hospital via RFID tags and wireless LAN technologies, reducing equipment searches and wait times while lowering equipment inventory requirements.

- Reduce discharge time by up to 4 hours
- Automations allows increased nurse productivity
- Increased patient throughput resulting in \$1M per hours of discharge time reduced

Patient Admittance

The Avaya Patient Admittance solution streamlines the admission process from the Emergency Department (ED) through process automation and communication enablement of clinical business processes. Addresses all of the necessary admission touch points such as physician coordination, transport, bed management etc along with tracking performance.

- Reduces wait time in the ED, improving patient flow
- Reduces patient walk-outs (LWBS) and improves patient satisfaction
- Shortens the time required for admissions, while optimizing clinical staff time

Healthcare Notification Solutions

This portfolio of solutions allows information and instructions to be transmitted in real-time across the organization or to a specific doctor, nurse or other professional. Through the simple press a button, for example, preconfigured, dynamic and personalized messages can be issued that tell people where they are needed and what needs to be done. Events such as nurse call response, priority lab results, patient fall sensors,

hospital security, nurse staffing shortage and physician consults are addressed to improve hospital operations, staff productivity and patient quality of care.

- Reduces response times of clinical staff
- Improves patient and equipment safety
- Improves staff satisfaction and productivity

Patient Contact Solutions

Automated personalized solutions for patient contact services, providing an interactive patient, clinician and hospital experience. These solutions automate routine processes in an efficient manner to allow improved clinical productivity and expanded patient interaction outside of the hospital. This automation also improved patient satisfaction with relevant information delivery and streamlined access to hospital personnel when required

Patient Follow-up

Avaya Patient Follow-up provides an effective way to assure patients are recovering properly after they leave the hospital. This effective automated process reduces re-admittances, reduces clinical workload and improves patient satisfaction.

- Reduces re-admittances with effective post discharge follow-up
- Allows personalized clinician interaction based on symptoms identified
- Improves patient satisfaction while optimizing clinical resources

Appointment Reminder

Avaya Appointment Reminder automates a process normally performed with considerable human interaction. The solution not only maximizes resources but drastically reduces no-shows, recovering otherwise lost revenue from the hospital

- Recovers lost revenue due to no-shows – up to \$400K for a 300 bed hospital
- Improves patient flow and reduces wait times with improved scheduling
- Optimizes resource utilization i.e. staff, equipment and facilities

Key Facts

Avaya is a trusted partner to healthcare and life sciences:

- Avaya serves over 7,500 healthcare providers globally
- Over 50% of the hospitals selected by U.S. News & World Report* for the 2008 Best Hospitals Honor Roll trust Avaya as their partner for enabling communications technologies.
- Over one-third of the 170 hospitals ranked in the study of Best Hospitals by U.S. News & World Report rely on Avaya as their trusted communications technology partner.
- Avaya Healthcare and Life Sciences solutions will continue to be an important area of investment for Avaya and is part of the Avaya Professional Services organization supported by over 1,000 consultants covering 37 countries

Leadership

Sanjeev Gupta:
General Manager, Healthcare Solutions

Sanjeev Gupta is responsible for accelerating the transformation of Avaya to a more vertically oriented solutions business through the development of innovative solutions for the healthcare market. Sanjeev has full accountability for driving Avaya's Healthcare segment growth and market leadership throughout the world including R&D, Go to Market, Marketing and partnership strategy.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

INTELLIGENT COMMUNICATIONS

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