

Stratus Video & Mobile Heartbeat: Using VRI on a Smartphone

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Introduction to Mobile Heartbeat:

- A clinical communication & collaboration solution to mobilize workflows across the healthcare enterprise.
- Results:
 - Steps taken during 8-hour nursing shift reduced by nearly 1 mile - a 38% reduction in steps.
 - 58% reduction in patient calls to care team in standard medical surgical adult unit. Directly correlated to increase time spent bedside enabled by MH-CURE (the Mobile Heartbeat application).
 - 15% faster for ED admissions process, 20% faster Radiology TAT.
 - Reduction in patients' average length of stay (65 years of age and older), from 6 days to 3.8 days.

The Importance of Good Communication in Healthcare:

- Good patient/provider communication is associated with improved patient satisfaction, improved patient adherence to care plans, improved management of chronic conditions, improved adoption of preventive health.

Communicating with Limited English Proficiency (LEP) Patients:

- Qualified interpreters are equipped to clarify cultural nuances that may impact the patient provider relationship.
- The reliance on untrained interpreters can lead to clinical consequences like more communication errors that are likely to result in adverse effects.
- Section 1557 of the Affordable Care Act requires the use of medically qualified interpreters.
- The use of professional language services is associated with improved patient satisfaction, improved patient engagement, shorter length of stays, and a diminished likelihood of readmission.

The Stratus Video/Mobile Heartbeat Partnership:

- Providers can now access language services through the MH-CURE smartphone application to effectively communicate with non-English speaking patients.
- End-to-end encryption, ensuring compliance with HIPAA regulations.
- By being able to access Stratus Video from the Mobile Heartbeat app, providers only have to remember one login.
- This means that language access will be securely available on every provider smartphone.