

Four core strategies for better healthcare outcomes

Australian healthcare organisations face a raft of challenges around patient privacy and electronic health records as well as the ever-present mandate to continue to improve patient outcomes. The complexity of diverse systems and regulations can make it difficult for healthcare organisations to leverage existing technologies and empower clinical care teams. Enabling smart clinical mobility can go a long way towards overcoming these challenges, according to [Spectralink](#) distributor, Wavelink.

Ilan Rubin, managing director, Wavelink, said, “The people working in hospitals and other healthcare facilities just want to provide the best patient care possible. However, this becomes challenging when their time is taken up with data entry tasks and they don’t have visibility into the information they need to make the best decisions.”

According to Wavelink, there are four core strategies that can lead to better healthcare outcomes:

1. Give healthcare staff more time to devote to quality patient care

When frontline staff are required to do manual data entry tasks as well as pick up the slack from staff shortages, they can become frustrated at the lack of available time to focus on patient care. This can affect productivity and patient satisfaction levels.

To free up time and overcome these challenges, healthcare organisations can provide frontline staff with devices and apps that help save time and reduce errors. Built-in data analytics and reporting can help the IT department measure how staff are using tools and whether they’re effective, so the team can identify and scale clinical workflow improvements faster and more cost-efficiently.

2. Provide integrated, seamless, easy-to-use systems that facilitate collaboration

Too often, healthcare facilities rely on technology that creates barriers instead of breaking them down. Complicated workflows and fragmented workflows can contribute to clinician burnout and alarm fatigue.

Healthcare organisations need advanced mobile solutions that provide an open platform for integration with communication systems. A single, unified communication solution that integrates voice, messaging, and video on a single device can improve collaboration and responsiveness among care teams.

3. Improve access to information where and when it’s needed

When data is distributed among various, siloed systems, it’s difficult for healthcare workers to get the information they need when they need it to make better decisions for patient care. This extends all the way to the top of the organisation, where healthcare leaders can have a better impact on improving the patient experience when they have all the data from providers, payers, government, and the industry as a whole.

Next-generation mobile solutions that provide a unified platform to streamline data can give care teams a single, reliable source of information. And, because the information is available at the patient’s bedside using mobile devices, healthcare workers can make better decisions in the moment. This can prevent errors and improve outcomes.

4. Engage patients in the process

When patients are more engaged, they are more likely to follow physicians' instructions, remain loyal to key healthcare providers, and report more positive experiences. Engaging patients in their healthcare journey requires responsive and personalised care that measures up to or exceeds their expectations.

Healthcare organisations need advanced mobile capabilities that help ensure alerts and messages reach the right people and are responded to promptly. Video and other educational tools need to be used judiciously to better engage and empower patients throughout their healthcare journey.

Ilan Rubin said, "By working with an experienced and knowledgeable partner, healthcare organisations can optimise their solutions to contribute to better patient outcomes, easier compliance with government regulations, and happier, more empowered staff members."