

# Streamline communication and reduce non-urgent interruptions



## CHALLENGE

Hancock Health physicians were interrupted six to eight times per hour every day. Sixty percent of those interruptions were not time-sensitive or urgent. Based on this research, Hancock designed an enterprise-wide clinical communication improvement plan to offer clinical and non-clinical staff tools to enable more efficient and effective connections and ultimately, fewer interruptions.

## SOLUTION

Hancock’s clinical leadership addressed the changing needs of their growing health system. Hancock selected Diagnotes, then eliminated its paging system to support its enterprise-wide plan.

Beginning with implementation of the platform in carefully chosen, high-value areas, Hancock integrated physician schedules with Diagnotes to send all on-call messages through the mobile-optimized application. Clinicians can manage their alerts on Diagnotes, including delaying alerts, enabling breakthrough alerts when the phone is in silent mode, and turning alerts off when directly communicating with a team member in Diagnotes. Unlike EHR alerts, Diagnotes alerts communicate necessary actions rather than rules-based reminders. Diagnotes is now in use across the entire system, including:

### Specialty Care

<b>Cardiology</b>	To reduce frequent EHR logins, cardiologists use Diagnotes to take and share pictures of EKGs. This is a secure and convenient way to improve response times during urgent cardiac events.
<b>Oncology</b>	Clinical and non-clinical staff on the oncology team use Diagnotes to communicate and coordinate patient care.
<b>Anesthesiology &amp; Pharmacy</b>	Hospital pharmacists and anesthesiologists use Diagnotes to document patients’ narcotic use to avoid over-prescribing opioids.
<b>Radiology</b>	Using Diagnotes on an iPad, a technician takes pictures of areas on an x-ray that require an ultrasound. The pictures help the ultrasound technician know what to focus on.
<b>Internal Medicine</b>	The office manager uses multiple Rooms, including one to document distribution of pharmaceutical samples. Internists coordinate the scheduling of diagnostic tests.

*“Clinical communication is improving in several critical areas as use of Diagnotes expands. It’s an intuitive platform. We’ve got things on auto-pilot now.”*

**Michael Fletcher, MD, MBA**  
Vice President, Medical Staff Services & Chief Medical Officer Hancock Health



### ABOUT HANCOCK HEALTH

Hancock Health is an Indiana-based, full-service healthcare network serving Hancock County and the surrounding area. Hancock Health’s primary goal is to make Hancock County the healthiest county in the state.

#### INCLUDES:

- Hancock Regional Hospital
- Hancock Physician Network
- 20+ other healthcare facilities:
  - Wellness centers
  - Women’s clinics
  - Family practices
  - Sue Ann Wortman Cancer Centers

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## Virtual Visits

Before COVID-19, physicians used the video chat functionality of Diagnotes to confer with one another. Since the advent of the pandemic, however, doctors conduct virtual visits with patients. Patients do not need the Diagnotes app. Clinicians initiate video calls from Diagnotes on their personal smartphones without revealing their phone numbers. Instead, the patient sees “Hancock” and the name of the department within the system on caller ID.

Even patients who travel to the hospital or a Hancock physician’s office now start their appointments with a virtual visit. The physician uses Diagnotes to call the patient in an exam room to minimize their time together in the typically small space.

## Home Health Care

Hancock Health extends Diagnotes access to 80+ employees of Suburban Home Health, an affiliated care provider. Health workers take pictures of wounds and save them in the patient’s record to ensure continuity of care. Home medical equipment team members take and share pictures of serial numbers to enable faster and more accurate ordering and delivery of equipment.

Use of Diagnotes has expanded to include home health workers initiating calls with a patient’s physician regarding concerns and requests for diagnostics. The contact can be flipped into a virtual visit for patient-physician communications and evaluation.

*“I can train anyone to use Diagnotes in 6 minutes.”*

**Becky Cook**  
Quality Program Liaison  
Hancock Health

## The Results of Using Diagnotes for Hancock Health



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### Hospice Care

Hospice workers use Diagnotes to share real-time updates to the patient's full care team and family members.

### Crisis Communications

Hancock Health used Diagnotes to notify clinical staff of the information systems' paralysis and an internet connectivity outage. Those who were not yet using Diagnotes were quickly trained and began using Diagnotes to communicate with each other and to coordinate care.

## RESULTS

### Success Factors

Hancock Health's clinical communication plan was championed by its chief medical officer and supported by a quality program liaison. Even with a small team leading implementation, enterprise-wide success was possible.

Key factors in their success, helpful for any decision-maker or project leader, include:

- confirmed C-level support for the plan
- alignment with compliance and policy matters before launch
- senior-level physician support for implementation as a clinical project
- limited dependence on the IT department to implement, enabled by Diagnotes' intuitive administrator interface
- nearly ubiquitous use by nurses
- device provisioning for clinicians and staff who do not want to use their personal smartphones
- a small group of targeted and trained key opinion leaders in each department and peer influence to broaden adoption
- consistent user follow up to suggest benefits and answer questions

Through persistent and consistent execution, the Hancock Health team continues to expand the Diagnotes platform to more users and departments, supporting streamlined workflows, efficient communication, and effective care coordination across their enterprise.

### ABOUT DIAGNOTES

Diagnotes serves as a hub for physicians, nurses, and other healthcare professionals in the patient care, treatment, and follow-up. Diagnotes is a leader in cloud-based healthcare industry software delivering real-time collaboration and workflow automation.

To learn more, visit [www.diagnotes.com](http://www.diagnotes.com), or email [info@diagnotes.com](mailto:info@diagnotes.com).