

CASE STUDY

 Akkadian
 Provisioning
 Manager™


Improve Patient Experience and Reduce Operational Costs with Softphone and Automated Provisioning

COMPANY

NYU Langone Health is one of the nation's premier academic medical centers.

CHALLENGE

Provide each patient with a private number that follows the patient from room to room.

SOLUTION

Softphone and automated provisioning with Epic integration.


About our Client

Based in New York City, NYU Langone Health (NYULH) is devoted to patient care, education and research. It consists of six inpatient locations, including Kimmel Pavilion, a 350-room state-of-the-art, digitally integrated healthcare facility, which offers general and subspecialty surgical services, intensive care, and the most advanced digital diagnostic technology. NYULH is among just 9 percent of hospitals nationwide to earn a 5-star rating for safety, quality, and patient experience from the Centers for Medicare and Medicaid Services (CMS).

Goals

As part of NYULH's efforts to be a leader in designing the modern patient room, the technology team wanted to optimize patient experience by minimizing disruptions, in addition to minimizing the footprint of a physical telephone (by creating a softphone, leveraging the same tablet Epic Bedside is running on). The goal is to ensure that only appropriate calls are routed to the right patient at the right time to avoid unnecessary disturbances.

With patients constantly being admitted and discharged from the hospital, a tool to automatically provision and de-provision the phone

“The fully automated softphone and provisioning solution addresses two critical objectives. It helps **improve our patient's digital and overall experience while reducing operational costs.**

—Nader Mherabi
 Chief Information Officer



profile and follow the patient from room to room would minimize patient disruption and streamline the operational process of moves, adds, and changes.

Situation

NYULH leverages Cisco's Unified Communications platform for voice, video, messaging and web collaboration. NYULH also leverages Epic as their electronic medical records platform. Epic is aware of all patient admissions and discharges, along with associated room information. There is an existing Samsung tablet on a retractable arm in each patient room that could be leveraged as the endpoint for a softphone.

Solution

Akkadian Labs worked closely with the NYULH's technology team to design an end-to-end solution to meet their goals. We developed a fully automated, follow the patient provisioning via an Electronic Medical Record (EMR) system (i.e. Epic) integration with or without a tablet-based softphone, based on patient bed admission and discharge.

By integrating Akkadian Provisioning Manager with Epic via the industry standard HL7 protocol and developing an Android-based softphone that lives in the Samsung tablets, no human intervention is necessary to manage the dynamic provisioning of patient softphone phones. Akkadian Provisioning Manager is constantly looking at Epic and automatically provisions a new phone profile in the appropriate room when a patient is admitted, and then

de-provisions the phone profile when a patient is discharged.

The solution contained 3 components:

- **Akkadian Labs softphone** — loaded onto the existing Samsung tablet with an Android operating system. The solution would also work with Cisco hardphones and softphones or on other Android devices
- **Akkadian Provisioning Manager** — with no manual intervention, our provisioning automation tool configures a custom phone profile for each patient on the tablet in the appropriate hospital room. A unique voicemail could also be provisioned, if required
- **Middleware** — connects Akkadian Provisioning Manager with Epic (or any other HL7 compliant EMR system) to make sure the phone is provisioned in the correct room

Conclusion

Some hospitals never change the phone profiles in patient rooms. Other hospitals spend a lot of time manually changing phone profiles. The NYULH solution improves the patient experience by eliminating unnecessary interruptions due to phone calls meant for other patients. Akkadian Labs used Akkadian Provisioning Manager integrated with Epic to automate the process and reduce operational costs, so the Telecom team can focus on higher level strategic IT initiatives.

Want to learn more?
Schedule a Demo

ABOUT US

Collaboration, an increasingly fundamental characteristic of successful businesses, is often overlooked. Creating software that helps people collaborate is our focus. We offer software products and solutions that integrate Unified Communications environments as well as other business focused enterprise applications.

Technology is complex. We make it simple.



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