PerfectServe

Frequently Asked Questions (FAQs) – 3/25/24

Why are we changing our clinical paging and on-call scheduling platforms?
A reliable messaging solution is mission critical to support timely patient care and to deploy emergency notifications to our Healthcare Team. In response to provider and clinician feedback regarding the ongoing challenges with Spok Mobile, a multidisciplinary MHC team reviewed multiple paging/scheduling solutions and selected PerfectServe as a replacement for clinical paging.

Why was PerfectServe selected as our clinical paging solution?
PerfectServe is rated best-in-class for clinical paging and will provide:

- Fast, reliable, and safe communication in both the clinical and emergency management setting.
- HIPAA-compliant secure communication/messaging for providers and clinicians.
- Improved efficiencies in provider on-call scheduling.
- Improved dissemination of emergency notifications to providers and staff.
- Integration with Cerner, Nurse Call, and in the future, our wireless phones.

What systems will PerfectServe replace?
- Scheduling: SmartWeb/Qgenda → Lightning Bolt
- Paging/texting/mass messaging: Spok Mobile → TelmedIQ

When are these changes happening?
- Scheduling (Lightning Bolt): late April.
- Paging/texting/mass messaging (TelmedIQ): June

Will SmartWeb still be available and PerfectServe will just be the new system behind it?
SmartWeb will be replaced by PerfectServe's Lightning Bolt, a much more robust web and smartphone app capable of two-way communication, whereas SmartWeb only supports one-way.

How will I receive education/training?
Although *optional* training will be offered, like many Smartphone applications, PerfectServe's applications and website are very intuitive and user-friendly, allowing many to learn through use. To help support providers and staff, we will provide:

- Self-guided HealthStream module
- On-demand training video
- User guides with step-by-step instructions
- Optional virtual demo sessions with time for Q&A

Training and resources will be provided closer to go-live. Please stay tuned.

Will I be required to attend a training session?
No one is required to attend a training session; all live and on-demand training is optional. However, we strongly encourage everyone to take advantage of the training materials and opportunities as outlined above.

Is there a plan to create provider super users, like there are for One Patient Record, to create enthusiasm for PerfectServe?
We researched a different paging solution in response to provider and clinician concerns with the unreliability of Spok Mobile. Providers were very involved with the selection of PerfectServe and many are very excited about its best-in-class

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reliability and usability. Super users are a part of our strategy for any significant technology roll-out. If you would like to volunteer as a super user, please email the project email: PerfectServeProject@mhc.net.

When we transition to PerfectServe, will our accounts be populated for us — or will we need to sign up and select a group or a set of notifications?
Although our plan is to extract data from Spok Mobile to implement PerfectServe, there *may* be a need for users to assist, update, or customize their information/experience.

Will PerfectServe require the Healthcare Team to use this app on their personal mobile phones?
Providers and staff serving in *on-call roles* will be required to have the application on their smartphone. For other members of the Healthcare Team, PerfectServe can also be accessed on desktop computers/laptops.

How will the new solution impact those who still carry pagers for daily operations?
We're investigating solutions for staff who currently *share pagers during their shifts*. For these groups, solutions will be developed and evolve over time.

How can I have someone watch my pages while I'm in surgery if I don't have a pager?
With PerfectServe's TelmedIQ you can temporarily forward your pages to someone else, so they can cover for you, for example, during a surgery. You also have an option to set up an automatic response to pages you receive, that replies back to the sender with an "out of office" type message, with directions on who to contact if you can't be immediately reached.

I have staff that don't have a Smartphone. They have a mobile phone and carry a pager. How will this be handled?
We are working with clinical leadership to understand department processes, establish policies, and design appropriate solutions.

There is an initiative to assess the need for Smartphones at Munson, not just for PerfectServe, but for other applications related to processes.

How will critical results be delivered?
Critical results will be delivered through PerfectServe as they are today through Spok.

As the public Munson Wi-Fi isn't secure, is it possible to have secure Wi-Fi for the Healthcare Team?
PerfectServe is secure. So, if you're on our public Wi-Fi in our facilities, that message will be secure.

Have you addressed the challenge with some pages not getting through to certain areas of our hospitals (e.g., stairwells and other areas where service is weak)?
A lot of work has been done to increase Wi-Fi coverage at our facilities. Please let us know if you observe an area where pages aren't coming through. (Please note: Some areas, due to structure — like stairwells and elevators — may never have coverage.)

One of the benefits of PerfectServe is it checks to see if the page has been received and will continue to send via various methods until it has been received. So, if you're in a spot with weak Wi-Fi coverage, you will receive your page once you're in an area with signal.

Have a question? Please send it to: PerfectServeProject@mhc.net