Alberta Health Services Relies on OnPage to Maintain a Healthy Workforce

OnPage helps AHS prevent spread of communicable diseases inside one of Canada's largest health providers.

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> **"**
>
> OnPage has helped AHS Workplace Health and Safety by standardizing our provincial on call system , and allowing our clients to all have the same equal access to an OHN."
>
> *AHS' Workplace Health and Safety office*

OnPage Corporation, the first-to-market a secure, clinical communications platform for healthcare, today announced the release of its new case study highlighting how Alberta Health Services (AHS) uses OnPage for managing and limiting communicable disease and blood exposure inside their numerous facilities. By using OnPage, AHS has been able to significantly improve the alerting of nurses, cost management, workflow as well as ensure high quality service across a vast geographic area.

Each zone marched to a different drummer

AHS' numerous facilities provide healthcare to citizens across the province's five zones. In addition to taking care of the province's citizens, AHS also places a premium on maintaining the occupational health of its own employees.

Occupational health becomes a significant issue when employees are exposed to patients with potential communicable diseases or to contaminated blood. In these scenarios, if a patient comes to an AHS facility with a communicable disease such as measles or pertussis, AHS needs to ensure that the employee as well as the site's other employees are not unduly impacted and that opportunity for greater exposure is minimized.

Prior to their adoption of OnPage, AHS' operations for maintaining occupational health during exposure to communicable disease or blood spills was highly fragmented. The nurses in each AHS zone had their own procedures for alerting the on-call nurse when a suspected contamination took place.

Because each zone had its own procedure, there were a lot of extra costs and time delays that the system had to incur that could have been avoided if there was one standard process across the province.

OnPage ensures standardization

For the past 18 months, AHS has used OnPage to ensure standardization and better manage costs. These days, nurses receive immediate alerts on their smartphones when an employee suspects they have been exposed to a communicable disease or contaminated blood. In this scenario, if an employee suspects that they have been exposed to flu or measles, for example, they are told to call AHS' dedicated line where they will be instructed how to leave a call back number and voice message

for the nurse on-call. This message immediately goes to the on-call nurse who promptly begins investigation and returns the call.

By implementing this procedure across Alberta's five zones, AHS has seen many notable benefits:

• Decrease time until nurses call back by 85%
• Expedite ability of nurses to begin case management since they receive alerts with voice mail
• Ensure high quality of healthcare to citizens across rural and populous zones in Alberta

Additionally, AHS uses the advanced reporting capabilities available through the OnPage console. Use of this feature has provided AHS with significant insight into:

• Call volumes: When do facilities receive the most calls during the day and week
• How many nurses are required to manage the call volume
• Are nurses putting in extensive hours to manage the call volume

With this information, AHS can run a much more efficient workplace because they can know when to schedule extra nurses or when they might not need as many.

According to AHS' Workplace Health and Safety office:

"OnPage has helped AHS Workplace Health and Safety by standardizing our provincial on call system , and allowing our clients to all have the same equal access to an OHN."

About OnPage

OnPage is the industry leading HIPAA secure Incident Alert Management System. Built around the incident resolution lifecycle, the platform enables organizations to get the most out of their digitization investments, ensuring that sensors and monitoring systems and people have a reliable means to escalate anomalies and Clinical Communications to the right person immediately.

OnPage's escalation policies, redundancies, and scheduling algorithms ensure that a critical message is never missed. Infinitely more reliable and secure than emails, text messages and phone calls combined, OnPage reduces incident resolution time by automating the notification process, reducing human errors, thereby improving productivity, Clinical Communications, and advancing the digital operations of your business.

Whether to minimize IT infrastructure downtime, or to minimize response time of healthcare providers in life and death situations, organizations are heavily investing in digitization across their business and relying on OnPage for all their secure, HIPAA compliant, critical messaging needs

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