

UnityPoint Health Client Success Story

Creating a Telehealth Solution That Delivers Real Results



UnityPoint Health

UnityPoint Health is a network of hospitals, clinics, and home care services that provides patient-centered care. It prioritizes a coordinated approach to healthcare delivery, aiming to improve patient outcomes through integrated services and community involvement.

Simplifi Medical services enhance the efficiency and work environment for healthcare workers, nurses, and doctors through its innovative medical products. Founded in 2018 and based in Chicago, Illinois, the company specializes in medical equipment, focusing on solutions that simplify healthcare provision and improve patient care.

Overview:

UnityPoint Health (UPH) embarked on a successful journey to implement a telehealth solution through a collaborative approach. By strategically partnering with vendors, UPH's Technology Operations Center (TOC) created a platform that not only met immediate priority needs, but also allowed for scalability, flexibility, and standardization across its health system.

The Challenge:

Telehealth has become a high priority in delivering care to patients and the technology behind such delivery is expensive. With healthcare organization's operating margins generally being very low, it is important to proceed in a thoughtful cost-consciousness manner when selecting an effective Telehealth strategy / solution that meets I.T. and Clinical expectations as well as cost constraints.

Selecting the best solution for your organization can present itself in various ways:

- The "Buy" option entails a full turn-key telehealth solution, whereby all hardware/software technology, support, etc. is bundled together and delivered by a preferred vendor.
- There is also a "Build" or Do It Yourself (DIY) option whereby the healthcare organization takes on the responsibility to procure, assemble, and deploy its own Telehealth solution by leveraging best in class technologies from multiple sources.

Both solutions offer pros and cons, and both should be considered to come away with the best decision for your respective organization.

In 2022, UPH decided on the DIY approach to Telehealth, selecting key vendors for a collaborative effort through the UPH's TOC. The challenge was to develop a cost-effective, high performance telehealth platform that aligns with UPH's specific requirements, enables expansion into additional use cases, and provides flexibility for future modifications.

Enghouse Video's Solution:

Strategic Partnership Approach:

Collaborative Vendor Selection: After careful study led by the UPH's TOC team, UPH selected Vidyo and Simplifi Medical to co-create a telehealth platform through a true collaborative partnership.

Vidyo served as a key enabler in standardizing and unifying communications across UnityPoint Health's large health

system. The platform's reliability, healthcare-focused features, interoperability, customization, scalability, unified communications tools, user-friendly interface, and continuous support collectively contributed to the success of UPH's telehealth initiative. Vidyo's role went beyond providing a communication tool; it became a strategic partner in UPH's journey toward delivering high-quality virtual care consistently across the health system.

Simplifi Medical's mobile cart solution played a pivotal role in standardizing mobile technology across UnityPoint Health's large health system. The cart's engineering excellence, quality, customization options, versatility, ergonomic design, secure storage, and monitoring features collectively contributed to its effectiveness as a standardized hardware solution. Simplifi Medical's commitment to meeting UPH's specific requirements aligned with the health system's goal of providing a consistent and reliable telehealth experience across diverse healthcare settings and service lines.

Platform Basics:

Integrated System Components: The focus was on integrating and co-creating a platform that seamlessly aligns with UPH's unique requirements, ensuring optimal benefit for clinicians.

Computing Hardware: To utilize and leverage UnityPoint Health's current computer brand selection because of internal I.T. Support Team's familiarity and price point.

Stethoscope Peripheral: To utilize a stethoscope that was simple to operate and delivers quality auscultation sounds via Vidyo platform.

PTZ Camera: To select a robust PTZ camera that provides excellent far end camera controls and privacy features at the best price.

Speaker & Microphone: To utilize a speakerphone offering dual speakers, AI noise cancellation, and crisp accurate sound delivery.

Scalability and Future Modifications:

Flexible Design: The platform was designed with scalability in mind, allowing easy expansion into additional use cases and providing flexibility for future modifications.

Cost-Effective Operations and Standardization:

Strategic Cost-Effectiveness: The solution was crafted to be cost-effective while supporting standardization across health systems, optimizing efficiency, and support resource utilization.

Supporting Various Care Settings and Service Lines:

Versatile Deployment: Consideration for diverse care settings and service lines ensured effective deployment of the telehealth technology across a spectrum of healthcare services.

Flexibility for Future Technological Advancements:

Forward Compatibility: The UPH platform incorporated flexibility to accommodate future technological advancements, ensuring its relevance and adaptability.

The Outcome:

Through the design for cost-effective standardization strategy and collaboration with vendors, UPH successfully implemented a high-quality telehealth platform that had met organizational expectations. This DIY approach, leveraging Vidyo, Inc. and Simplifi Medical, Inc., has resulted in real cost savings of over 35% for UPH as well as a 25% reduction in time spent on I.T. related support incidents after implementing the UPH TOC Telehealth solution.

The platform's scalability, flexibility, and standardization across its health system has positioned UPH for continued success in navigating evolving healthcare landscapes while delivering quality care. This effort and investment made will contribute to significant savings for the organization for many years to come.