Unified Communications for healthcare challenges

Diagnosis of challenges

- Patient care: Optimize quality of care
- Operational: Optimize resources and efficiency
- Financial: Balance costs and investment against budgets and revenue

- Customer satisfaction is a top 3 performance indicator for IT projects to enable innovation.*
- Operational efficiency is the leading performance indicator for IT projects to improve workload and workflow management.*
- Cost cutting is a key driver behind expected increases in demand for technology to support collaboration.*

IT treatment

- Federating Unified Communications across the healthcare organization helps enable efficient acquisitions, reorganizations and transformation to Accountable Care Organization (ACO) models.
- AT&T Unified Communications and Collaboration is flexible enough to help solve the immediate requirements of smaller healthcare organizations, yet can scale to meet more complex demands of larger organizations.

Outcomes

- Operational/ facilities benefit fully-integrated, easy-to-use tools for information and collaboration.
- IT benefit from staged integration and migration to Unified Communications capability.
- The Patient Care Continuum: Clinical practitioners benefit from fully-integrated, easy-to-use tools for information, collaboration and care delivery.
- Administration benefit from real-time information and collaboration.
- Finance benefit may include reduced Healthcare Information Technology (HIT) costs and ROI from existing systems.

An accountable care organization (ACO) is a group of healthcare providers, including primary care physicians, specialists and hospitals, that voluntarily work together collaboratively and accept collective accountability for improvements in the quality and cost of care delivered.

Discover how AT&T Unified Communications can help to meet Healthcare challenges at: www.att.com/uc-federation

*Source: IDG Global Research UCC and Collaboration, March 2014

©2014 AT&T Intellectual Property. All rights reserved. AT&T and Globe logo are registered trademarks of AT&T Intellectual Property.