



Introducing technology to transform health care in our region

By John DiAngelo, Inspira Health Network President and CEO

It never ceases to amaze me how quickly technology is evolving and changing our lives. Just ten years ago, most of us didn't carry smart phones. Today, most of us can't live without our mobile devices. And we use them for dozens of everyday things from checking email to making dinner reservations.

Having all of this convenience in the palm of your hand certainly makes it easy to access what you need, when you need it. And at Inspira Health Network, we think that access to health care should be just as convenient. And what's more, technology should not only make it easy to get the care you need, but it should also help us to provide higher quality care for our patients.

Last year, Inspira launched two mobile applications that are helping us accomplish both of those goals. "My Inspira" is our free app that helps you to schedule appointments, find Inspira's physicians and locations, receive healthy living information and access your personal health records—all on your smart phone. This convenient tool makes it easy for our neighbors to find the care they need, while giving them the ability to access their health records anywhere, anytime.

We also introduced Practice Unite, an application that allows our physicians and staff to send secure messages and access important patient information on mobile devices. Many of our physicians and staff are now using the app because it offers an innovative and convenient way to communicate and receive valuable information in our medical centers.

Now with the ability to receive secure texts and alerts right in their pockets, most of our physicians no longer rely on overhead pages. This creates a

much quieter environment in our hospitals and results in higher patient satisfaction.

We had been making steady progress reducing the noise in our hospitals, but this new technology made a quick and significant impact. In fact, overhead pages at Inspira Medical Center Vineland have been reduced from more than 150 per day, to less than 10 per day. As a result, when we survey our patients about how they rate the environment at the medical center, we've seen a 26 percent increase in our scores.

Results like these make me especially proud because it demonstrates that we are making our patients even more comfortable in our hospitals. Thanks to this and many other successful initiatives, Inspira's Information Technology team recently received national recognition for excellence. They were honored with the "Best Hospital IT Department" award for large hospitals in the nation by *Healthcare IT News*.

For me, this award really demonstrates how the members of our IT department have distinguished themselves as leaders in the health care industry. Another great example of their innovation is our Health Information Exchange, called NJSHINE. This digital tool collects patient health information from hospitals, doctors and other care facilities, and makes it easily accessible to providers.

Our IT group has done an excellent job of expanding the amount of data collected and the number of providers contributing to NJSHINE. In fact, it has grown into one of the most connected exchanges in the state. And with all of these partners contributing, NJSHINE makes the process of caring for patients quicker and more efficient.

Our IT department also led us through the successful adoption of ICD-10 codes across our network. These codes are used to report medical diagnoses and procedures in patient medical records, providing valuable information to clinicians and hospitals. The transition to these new codes was a complicated endeavor for our all of our staff and physicians. But thanks to the leadership of our IT and Health Information Management teams, ICD-10 codes are now in place at Inspira to improve the accuracy of our patient documentation and enhance the quality of care we provide.

At Inspira, we inspire each one of our staff members to deliver on a promise: to offer our patients high quality care in a completely safe environment, while using all of our resources and capabilities to exceed their expectations. Expanding our use of technology is essential to reaching that goal because it allows us to offer convenient access to our services, improve the quality of care we provide, and enhance the patient experience.

For more information, please visit our web site at InspiraHealthNetwork.org, or download My Inspira in your app store.



www.InspiraHealthNetwork.org