The State of Healthcare in 2020

Healthcare in the New Year

In the ever-changing healthcare industry, facilities are phasing out antiquated technology and making enhancements to organizational workflows or operations.

Much is the same in 2020. Healthcare facilities are continuing to make advancements, minimizing physician fatigue and burnout in the process.

Read on to gain insight into the state of healthcare in the new year.

1.
Rising Use of Artificial Intelligence

AI in Healthcare

In 2020, healthcare facilities will further rely on artificial intelligence (AI) to streamline clinical operations.

It's reported that medical data will double every 73 days in the upcoming year. With AI, healthcare organizations can better process this data and benefit from $100 billion in annual savings.

At its core, AI helps providers identify diseases and develop appropriate treatment strategies.

https://www.forbes.com/sites/bernardmarr/2019/11/01/the-9-biggest-technology-trends-that-will-transform-medicine-and-healthcare-in-2020/#6c6b784772cd

2.
The Need for 5G in Healthcare

Healthcare Requires 5G Speed

Healthcare innovation will continue to grow in 2020. However, new healthcare tech requires top network speeds to fulfill their maximum use and value.

Telemedicine requires this level of speed, allowing physicians to provide exceptional care to patients in remote areas.

Additionally, 5G allows care teams to quickly share large patient files with physicians, resulting in quick diagnosis and care.

https://www.forbes.com/sites/bernardmarr/2019/11/01/the-9-biggest-technology-trends-that-will-transform-medicine-and-healthcare-in-2020/#1fc5023072cd

3.
Interoperability and Orchestration

Interoperability in Healthcare

Interoperability between devices is key in removing delays and streamlining healthcare workflows.

Healthcare devices receive and share patient information in real time, allowing healthcare providers to address a patient's issues quickly. This way, healthcare organizations can achieve maximum patient satisfaction.

Through its ability to enhance healthcare processes, interoperability will continue to be a growing trend in the new decade.

4.
The End of Antiquated Pagers

Adoption of Clinical Communication Solutions

Clinical communication solutions will continue to replace paging devices in 2020. This change is attributed to pager disadvantages including, but not limited to their:

➢ Inability to support two-way exchanges
➢ Lack of priority alerting (i.e., pagers don't convey severity of a page)
➢ Susceptibility to malicious activity and loss of sensitive patient records

U.K. is Ditching Pagers for Good

The U.K. is replacing pagers with secure, HIPAA-compliant clinical communication solutions, equipped with advanced web consoles and mobile applications.

Mobile alternatives [cost a fraction](https://www.hipaajournal.com/nhs-phase-out-pagers-by-end-of-2021/) of traditional pagers and allow for two-way exchanges, enhancing care team communications in the process.

In 2020, most U.K. healthcare facilities will transition to secure messaging applications.

https://www.hipaajournal.com/nhs-phase-out-pagers-by-end-of-2021/

5.
Ditching Paper Schedules

Facilities Adopting Digital Schedules

Digital schedules eliminate the need to have a person check a paper schedule and send out alerts manually.

In 2020, more healthcare organizations will transition from manual scheduling to digitized, intelligent schedules.

Healthcare organizations can now schedule the right physician on a digital on-call scheduler and automate the alert. These schedules are complemented by escalation policies, which re-route critical alerts to the next physician if the first is unavailable.

6.
Live Call Routing Technology
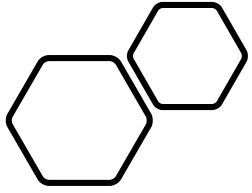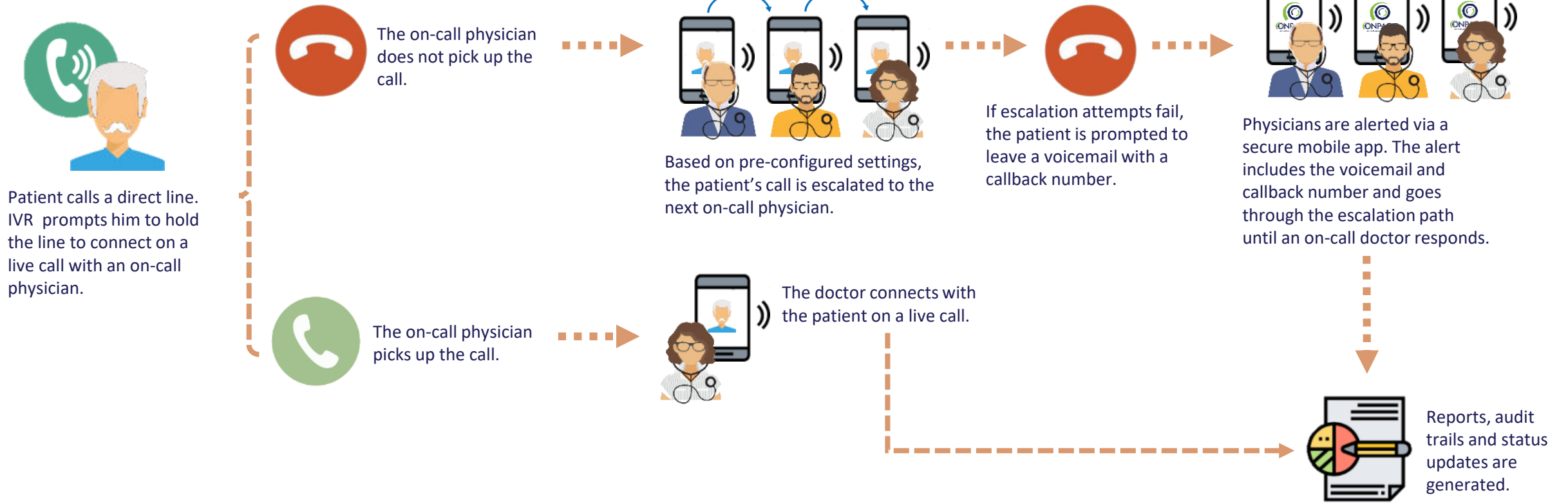
Direct Patient-to-Physician Communications

Healthcare organizations will continue to adopt clinical communication and collaboration (CC&C) systems, complemented by [live call routing and dedicated line](#) capabilities.

Patients dial just one number to directly connect with physicians on a live call, discussing their urgent and time-sensitive clinical issues.

In the unlikely case that all on-call providers don't answer the call, the patient is then asked to leave a callback number and/or voicemail.

How it Works | Direct Patient-to-Physician Communication: Live Call

Patient calls a direct line. IVR prompts him to hold the line to connect on a live call with an on-call physician.

The on-call physician does not pick up the call.

Based on pre-configured settings, the patient's call is escalated to the next on-call physician.

If escalation attempts fail, the patient is prompted to leave a voicemail with a callback number.

Physicians are alerted via a secure mobile app. The alert includes the voicemail and callback number and goes through the escalation path until an on-call doctor responds.

The on-call physician picks up the call.

The doctor connects with the patient on a live call.

Reports, audit trails and status updates are generated.

When patients need to reach out to a physician on a live call, a CC&C solution automates the process and includes escalation paths. In this sequence, a patient dials a hospital's dedicated line and is prompted to select a phone option to connect with an on-call physician on a live call. If the patient's call is picked up, an on-call physician connects with the patient on a live call and tends to his health-related issues.

If the patient's call is not picked up by an on-call physician, the call is directed within an escalation group, consisting of care team members. If no one in the escalation group answers the call, the patient is then prompted to leave a voicemail with a callback number. Again, the patient's message is escalated within the on-call team until addressed and responded to. The process concludes with the generation of detailed reports, audit trails and status updates.

OnPage's Clinical
Communications
Solution

OnPage's HIPAA-Compliant Solution

OnPage's clinical communication system is equipped with a web management console and HIPAA-compliant mobile application.

The solution offers digital on-call schedules, live call routing capabilities, persistent alerting and alert escalations. OnPage is a paging alternative and emulator, allowing healthcare teams to assign on-call physicians and escalation groups, ensuring that critical alerts are never missed!

At its core, OnPage eliminates the page and phone tag cycle and reduces team response times. It's a solution that improves collaboration through two-way communications. Secure file sharing is also possible with OnPage's 100 percent HIPAA-compliant solution.

The new year marks the end of outdated alerting and the start of better collaboration.

OnPage's award-winning, HIPAA-compliant incident alert management and clinical communications system for healthcare professionals, provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. Through its platform and smartphone app, OnPage helps streamline workflows and improve patient outcomes.

OnPage's escalation, redundancy and scheduling features make the system infinitely more reliable and secure than pagers, emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response.

Whether to minimize IT infrastructure downtime or to reduce the response time of healthcare providers in life-and-death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notification needs.

To learn more, contact OnPage at sales@onpagecorp.com, call (781) 916-0040 or visit www.onpage.com