

11 ways group communication can save time (and lives)

Why medical professionals should adopt group communications



Medical professionals understand the concept of mission critical. Faced with emergencies almost daily, they need to be ready to make instant decisions – taking an extra second could be the difference between life and death.

Communicating in a group instead of one-to-one can make that difference. Here are eleven examples of situations where group communications could really help medical professionals.



1

Trauma patients arriving

When trauma patients arrive at the hospital, the whole trauma team needs to be ready - the emergency doctor on duty, the anesthesiologists, the lab and x-ray nurses, they all need to know when the patient is arriving and what the next steps are. The blood bank and the operating theatre must also be ready.

Most hospitals still call the trauma team and the support functions separately, one person at a time – this can take 20 minutes or longer, an enormous amount of time when every second counts.

2

Backup or support needed

Think about a nurse, alone with a patient, needing help – maybe a patient has a seizure while the nurse is wheeling him to another ward.

Hospitals usually have a solution for backup – for example, the nurse may call the reception, give their location and ask for help, and the reception nurse will look for backup and send them over. To make the call in the first place, the nurse usually has to look for the right number to call, dial and wait for the reception to answer. What's more, the reception doesn't know before answering that it's an urgent call.

How much better would it be if the nurse could press one key to call their team for support? Group communication make this possible.



A much better way is a group call to everyone in the trauma team, which can take less than a minute. Everyone gets the same information at the same time, and one call is enough to inform the whole team. If the patient's condition changes on the way, another short group call is enough to bring everyone up to date.

Using group calls to deal with trauma patients has been proven at the North Karelia Central Hospital in Finland. The process is now 20 minutes faster than before.

The result? Arriving trauma patients can be treated faster.



The result? People can get backup much faster, improving patient safety.

3

Getting a second opinion

A hospital nurse or a paramedic in an ambulance may need to consult a specialist. This is made easier if the numbers for the team of experts are already in their device, allowing them to be reached with a single call – and

very possibly with a single key press on the device. There is no need to scroll to the right number, no waiting for someone to answer, and 'busy numbers' are never a problem.

What's more, modern, secure systems allow the nurse or paramedic to share images with the consulting specialist – very easily and with no breach in confidentiality.

The result? Consultations are faster, and possible even while on the move.

4

An extra pair of hands needed

Need a hand turning a patient around in their bed? With group communications, simply push a button or key and speak to ask for assistance – so much better than walking around trying to find someone to help.

And when you know that help will arrive in three minutes, you can continue prepping, caring for the

patient. It's an easy way to make everyday life easier and more efficient in your hospital.

For example, the North Karelia Central Hospital took unofficial measurements of the steps taken by nurses on duty. Group communication brought a 40% reduction in the step count for nurses. That saves time...and feet.

The result? You can find that extra pair of hands much more quickly and easily.

5

Everyday communication

How often do you call the lab during your daily routines? How much time does that take? Do they answer every time? How often is the line busy?

If you used group communications, you would simply push one button or key and speak, and you would know they will hear you.

For example, one Finnish hospital adopted this simplest type of group communication between just two departments, A&E and the lab. They reported time savings for the nurses of up to three hours per day - every day. Imagine the savings if the whole hospital adopted group communications for all similar routine tasks!

The result? Faster, better day-to-day communications.

6

Reach a colleague

Do you need to speak with the lab or get in touch with the x-ray department? With group communications, you don't have to go look for the person, and you won't even have to look for their number! The groups are in your device, and the line of communication is there, ready to

use. There's never a busy signal. With push-to-talk communication, it's your turn to speak as long as you are pressing the button or key - you can say your piece without being interrupted, and communication is also clearer when only one person speaks at one time.

The result? Get in touch faster – and never call a busy number again.



7

Equipment is needed

Need a ventilator? Or a suture kit to fix that cut, but your room has run out of supplies? Again, it only takes one push of a button or key - instead of walking

around to find and fetch the necessary equipment. And again, the time that would have been spent finding and fetching the equipment can be better spent preparing for the operation.

The result? The equipment gets there faster – and care for the patient starts sooner.

8

Is this a critical call or not?

When your mobile phone rings, you need to look at the calling number to know if it is work-related and urgent, or if it is a call from a family member, friend or acquaintance. In contrast, when you hear communications or alert tones from your group, you know for certain that it's about work.

The result? You can tell the critical from the day-to-day.

9

Dangerous situations

Dangerous situations have one thing in common - they can escalate very quickly. Whether dealing with a person who is behaving badly or erratically, confronting a mentally unstable patient or encountering a thief at the hospital pharmacy, quick action is vital. Group communication solutions include a shortcut for emergency calls. A long press of the emergency button or key can set up a call to security, with the microphone already open. They will quickly learn of the situation and you will know help is on its way.

The result? Your safety is assured.



10

Major incidents

What if a gas leak makes it necessary to evacuate one ward, or even an entire floor in the hospital? What if there is a fire? Two things play a key role in successful response to a threatening incident – how long it takes to alert people and how to make sure everyone knows where to go and which areas are potentially dangerous.

But how do you make sure everyone has the same information? How can you mobilize all the personnel needed

to help move patients out of harm's way?

Taking out a phone and dialing through a call list one-by-one is probably the least efficient way. Instead, a group call will bring everyone up to speed in less than 30 seconds.

With enough people, evacuation goes smoothly, and time is saved when staff don't have to go back and forth between the risky area and the safe area.

The result? Incidents can be dealt with quickly, efficiently and safely.



11

An attacker at large

What if a really unexpected danger arises? A terrorist attack near the hospital? Someone waving a knife, or even shooting wildly on the premises? Group

communication makes it possible to make announcements to everyone at once, ensuring the premises can be locked down faster.

The result? Better controlled premises and safe staff and patients.

These are eleven good reasons for medical professionals to adopt group communications instead of calling people one-to-one on the phone. Start using group communications in your medical teams and you can overcome your biggest communications challenge – making sure the right information reaches the right people, quickly and at the same time.

A faster response together with more efficient patient care can lead to fewer hospital days needed, achieving savings for the whole society. The many other positive results from group communication can also improve job satisfaction for medical teams.

Group communication brings significant savings in time, and in this field, time saved may very well mean a life saved too.

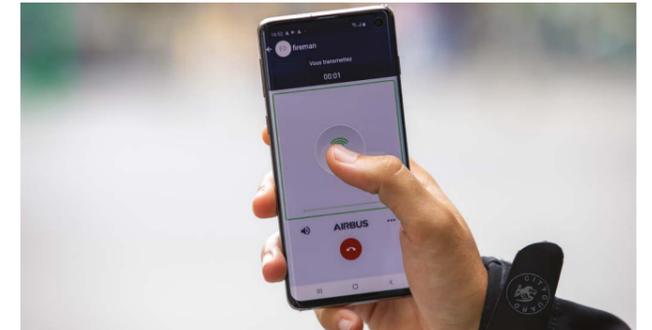


Interested in adopting group communication?

Push-to-talk on a smartphone

You can adopt Tactilon Agnet 500 from Airbus. A cloud-based collaboration service, it will not compromise the security of your communication or the efficiency of your operations. You'll need subscriptions and the app would work on your existing smartphones.

[More information](#)



Use TETRA groups in smart devices

TETRA and LTE/4G/5G can complement each other. Adopt the Tactilon Agnet 800 smartphone app and your smartphone-carrying staff can communicate in their TETRA groups, even outside the hospital campus. You would need subscriptions but not TETRA radios – this could be your preferred option. It may also be possible to set up groups that would connect your teams to particular rescue organizations or the police.

Tactilon Agnet 800 works seamlessly with TETRA systems from Airbus, so you won't need to change existing processes and systems.

[More information](#)



Join a shared TETRA network or set up your own

Could your organization or hospital join a public safety TETRA network? With subscriptions and TETRA radios, you could benefit from using the same network as rescue organizations or the police.

If you cannot join a shared network, you can build a local TETRA network to cover your operational area. This solution delivers secure group communication to medical teams, and the system can also smoothly evolve towards broadband and LTE.

The teams would use TETRA radios for group communication – if you complement TETRA with Tactilon Agnet, smartphone users can use group communication too. This means that the teams' operational area will extend beyond the hospital campus.



[Get a free consultation to discuss your options for adopting group communications.](#)

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