BACKLINE CASE STUDY

Bingham Memorial Hospital

Introduction

This case study of Bingham Memorial Hospital is based on a May 2020 survey of Backline customers by TechValidate, a 3rd-party research service.

> "We continue using Backline across the facility. Our nursing team does not use it as much as we would like, however, we are working on improving that in time."
>
> "Group chat, 1-1 secure messaging, and alerts on results & discharges have been the biggest benefits from Backline at our organization."

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Backline:

- To communicate more securely
- To accelerate clinical workflows
- Collaboration

Use Case

The key features and functionalities of Backline that the surveyed company uses:

- To manage care coordination between internal departments

- How they used Backline during the COVID-19 Pandemic:

- Improve care coordination between units
- Manage change and communicate to staff
- Ask a nurse program collaborates with ER

- Backline features they are currently utilizing:

- HIPAA-compliant text chat
- Automated clinical notifications

- Use Backline to coordinate care with the following:

- Departments within their organization (nurses, doctors, EMS, ED, etc.)
- Primary care physicians
- Skilled nursing facilities
- Disaster team collaboration

Results

The surveyed company achieved the following results with Backline:

- Level of satisfaction with the following Backline features:

  - HIPAA-compliant text chat: very satisfied
  - patient-centered chat: not satisfied
  - automated clinical notifications: very satisfied

Company Profile

Company:
Bingham Memorial Hospital

Company Size:
Medium Enterprise

Industry:
Healthcare

About Backline

DrFirst's Backline communication and collaboration tool, specifically designed for use in healthcare environments, helps providers achieve better care coordination, better health outcomes, better transitions of care, and lower hospital readmissions. Available for iPhone and Android mobile devices, and web-based desktop environments: Private, group and Patient-Centered Chat℠ modes Real-time delivery status indicators and timestamps Supports attachments up to 20MBs, including photos, videos, audio files, and documents Secure text messaging encryption for physicians protects privacy, prevents unintended disclosure and meets HIPAA and Joint Commission requirements.

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