# Medtasker roll-out at Royal Hobart Hospital delivered one month ahead of schedule

Following the successful introduction of the Medtasker clinical task management system by Telstra Health at Royal Hobart Hospital's Emergency Department, the solution is being rolled out to other teams within the hospital.

## Challenge

Royal Hobart Hospital's was experiencing pressure on the emergency department and wards.

## Solution

Medtasker is an enterprise grade, secure clinical and multidisciplinary task management and communication solution, delivered by Telstra Health. It was designed by clinical staff to help improve patient safety, increase hospital efficiency and transparency, and reduce medico-legal risk. Since its implementation, Medtasker has assisted in clearing communication pathways at RHH and has increased visibility to patient referrals in the ED, and patient management within and across teams.

> The Medtasker implementation, a partnership between Telstra Health, the Tasmanian Health Service (THS) and Department of Health, aims to improve clinical communication and task management in the Royal Hobart Hospital (RHH) Emergency Department (ED).

## Implementation

The initial Go-Live with doctors in the ED has been considered a monumental success, so much so that the roll-out was immediately extended to include night shift and additional workflows.

The second Go-Live was an Australian first; a seamless integration across multiple disciplines in RHH's brand new theatre precinct including K Block introducing Medtasker to nurses enabling them to assign tasks to orderlies, cleaning staff, peri-operative aides and theatre supports.

Once complete, the third Go-Live will see Medtasker extended to K Block clinicians and anaesthetic technicians, as well as doctors and nurses across the rest of RHH.

> **Theatre K-Block Floor Coordinator Paul Geeves said:** *"There are a lot less bells ringing and the oversight from the desktop (dashboard) is a fantastic function for ensuring accountability."*

Medtasker has enabled RHH to more rapidly understand inpatient journeys. Further, Medtasker is helping RHH to minimise pressure on the ED and wards by streamlining communication and referrals

> *"It's absolutely brilliant. The roll-out has been seamless. As well as improving patient flow and efficiency within our Emergency Department, Medtasker's simple usability has enabled employees to adapt quickly to the new communication system. Our medical staff are enjoying greater visibility to patient referrals, and more streamlined collaboration between departments within the hospital. I couldn't be happier."*
> **Clinical Director of Acute Medical Services at RHH Doctor Paul MacIntyre**

When setting and automating tasks, Medtasker uses an on-duty directory to ensure clinical messages and updates are assigned directly to the correct healthcare professional. At the end of a shift, tasks are automatically assigned to the next staff member in the role to ensure that no task is left incomplete.

Medtasker is being used on compatible Android and iOS devices (either supplied by health professionals or supplied by the hospital) and is able to be integrated with other communication systems such as pagers. In RHH, patient-related communications such as tasks, clinical photography, result notifications and escalations are sent securely to staff via Medtasker.

## Impact

- Clearing communication pathways

- Increased visibility to patient referrals in the ED

- Minimised pressure on the ED and wards by streamlining communication and referrals

- Enabling targeted assistance and workload rebalancing within the hospital

- Providing clinicians and managers with rich data which can help make decisions and improve patient care. This will also help improve patient safety, increase hospital efficiency and transparency, and reduce medico-legal risk

**Wondering how Medtasker can streamline your hospital communication?**
Request more information from our team.

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