



collaborate



For Healthcare



Optimizing the collaboration that connects your people and patients.



Hospitals and health systems in a hybrid world

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The global pandemic transformed the world overnight — nowhere is this more apparent than the healthcare sector. From a burnt out workforce and slimming margins to evolving regulations and the rapid implementation of new technology, healthcare operations have faced significant challenges over the last few years.

As the industry looks ahead, what will healthcare look like in this new hybrid world? More importantly, what should hospitals and health systems consider to not just survive but thrive going forward?



During the tragedy of the pandemic, telehealth offered a bridge to care, and now offers a chance to reinvent virtual and hybrid virtual/in-person care models, with a goal of improved healthcare access, outcomes, and affordability”

McKinsey

Leverage a digital presence

Chat, apps, and portals — Gen Z and Millennials cite digital as their preferred communication channels. And it’s not just them. **7 of 10 patients** choose medical providers who leverage digital tools, like email and text messages, for preventative and follow-up care communication.

Expand virtual care & telehealth

Virtual care proved its potential. Implementing telehealth programs **returned \$3.30 for every \$1 spent**. Over half of physicians report improved satisfaction, and almost 70% wanted to increase the use of telehealth within their practice.

Support a hybrid workforce

Hybrid work is here to stay. Across industries, 78% of employers plan to or have already introduced new ways of working. **That rate is up in healthcare**, with slightly more employees reporting their organizations introducing new ways of working.

Evolve hospitals & systems

Evolution is paramount to success. 71% of patients want their healthcare experiences to be as easy as interactions with non-healthcare brands. And breaking records with **\$4.2 billion in virtual health investments**, the opportunity to evolve is now.



Optimize outcomes. Improve the human experience.

Communication and collaboration are the core tenants of the human experience and underpin every facet of healthcare organizations — clinical, operational, and financial.



Clinical outcomes

More than a quarter of readmissions are due to faulty communication between providers and with patients.



Operational costs

43% of the time required to coordinate an ER team is wasted on inefficient communication, costing \$265k per hospital annually.



Financial results

Each 500-bed hospital loses about \$4 million per year from communication inefficiencies.

To improve the human experience, healthcare must optimize the collaboration that connects their people and their patients. The results will not only reap benefits today, but prepare the healthcare sector for a digitally-transformed future.



After years of focusing on customer experience and/or workforce experience, organizations have started to recognize that a siloed approach delivered only marginal results. Exponential impact starts when organizations address the human experience.”

Deloitte



IR Collaborate experience and performance management

Simplify complexity to ensure the lines of communication are always open

IR Collaborate is an enterprise-grade performance and experience management solution for voice, video, collaboration, and contact center environments. Whether in the cloud, on-premises or hybrid, Collaborate makes it easy to manage the multi-vendor, multi-platform UC ecosystems modern healthcare providers rely on every day.



gain in customer satisfaction



employee productivity gain



faster incident resolution

Plan, deploy & migrate

Maximize success and deliver a seamless experience throughout technology transitions with insight into important metrics like capacity, bandwidth, and network performance, as well as comprehensive outside and inside testing.

Monitor, alert & identify

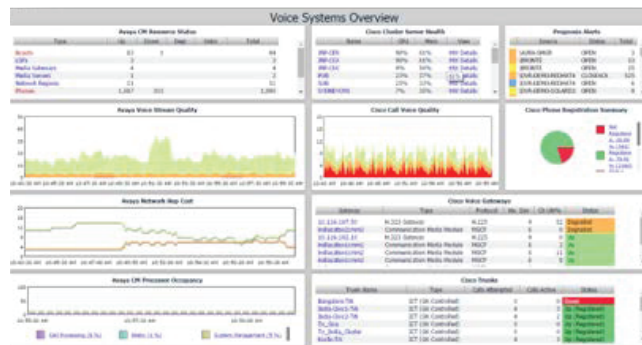
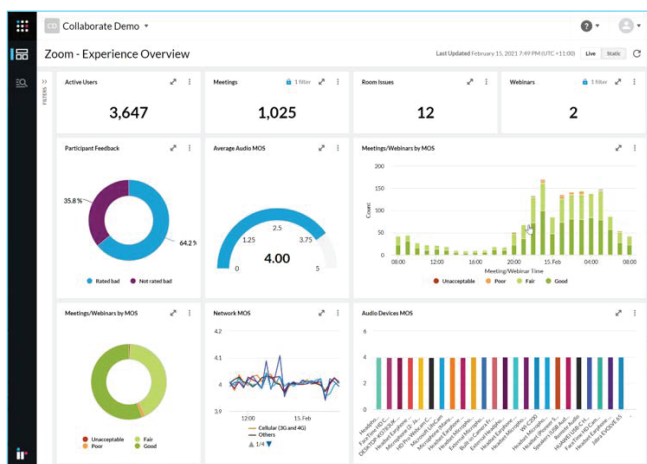
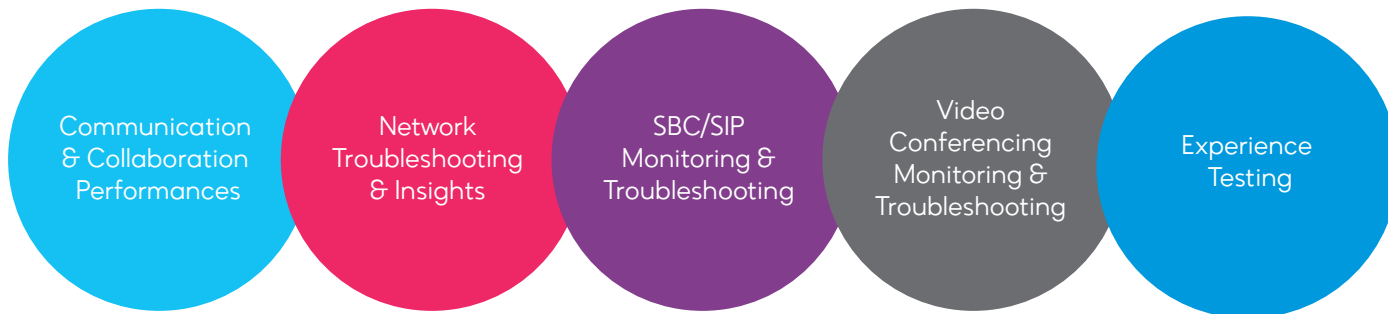
Real-time, proactive monitoring and alerting puts you in control, allowing you to be aware sooner, respond faster and resolve unified communications performance issues before they become patient facing.

Troubleshoot & diagnose

Quickly identify the root-cause of problems. You can resolve issues faster and minimize impact. Leverage granular data analytics and historical data to diagnose problems at all levels, from network to endpoints.

Analyze & report

With a full suite of analytics, comprehensive reporting capabilities, and customizable dashboards, you can see data across network layers, routers, SBCs, vendors and applications, to help you get an accurate picture of user experience, and make better strategic decisions.



With Collaborate, you can:

- ✓ Improve patient experience and outcomes
- ✓ Implement future-ready, resilient operations
- ✓ Increase workforce efficiency, satisfaction, and retention
- ✓ Streamline operations
- ✓ Proactively prevent problems
- ✓ Get broad multi-vendor visibility
- ✓ Uncover intelligent insight to make better strategic decisions
- ✓ Boost adoption and maximize ROI on your investment

Supported platforms





Who are IR?

The modern world relies on a complex array of technologies to keep turning. IR's aim is to simplify that complexity.

We provide insights, monitoring and support to keep your business-critical systems running as they should.

More than 1,000 organizations in over 60 countries rely on IR's experience management solutions.



For more information visit
ir.com

Australia
Tel: +61 (2) 9966 1066
USA
Tel: +1 (303) 390 8700

UK
Tel: +44 (0) 1895 817 800
Singapore
Tel: +65 6813 0851