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50 Most Promising Healthcare Tech Solution Providers 2015

Healthcare is in the middle of a transformation--a transformation driven by technologies. The emerging trends from wireless sensor technology and remote patient monitoring to Big Data analytics and electronic patient portals are redefining where and how healthcare is being delivered.

In this scenario, for the healthcare providers who are still resistant to technology, there is a big problem on hand: They are going to be left behind in the competition. In this technology "revolution", the major part is played by Electronic Health Records, which is facilitating the seamless flow of data. The goal is for doctors, nurses, patients, researchers, and insurers to share useful medical data for enhanced care delivery. Another catalyst in this revolution is the ever-increasing ubiquity of mobile and cloud platforms that surpass merely the ability to track in real-time a patient's health. These platforms capture the data from disparate sources such as wearables, phones and glucometers, and pulls it all together to give a patient and caregiver a holistic and real-time view of the patient's health.

A recent report from Accenture also points to a new trend

on the rise--emergence of machines. It's all about 'digital self scheduling'-- sharing patient's own EMRs, training machines and connecting with physicians via social platforms. According to the study, 66 percent of health systems in the U.S. will have self-scheduling by the start of 2020. And nearly half of health execs strongly agree that within three years, they'll need to focus on training machines just as much as training employees.

As more healthcare organizations invest in these technologies and system capabilities, they're seeing positive results. The implications for privacy are numerous and worrisome, but so are the consequences of not seizing this opportunity to save lives and improve quality of life.

In this scenario, in order to simplify and assist CIOs identify the right Healthcare Technology solutions; CIOReview presents "50 Most Promising Healthcare Tech Solution Providers 2015." A Distinguished panel comprising CEOs, CIOs, VCs, analysts, and the CIOReview editorial board has selected the top solution providers. In our selection process, we looked at the vendor's capability to fulfill the need for cost-effective and flexible solutions that add value to the Healthcare landscape.



Company:
PerfectServe, Inc.

Description:
A single, secure clinical communication and collaboration platform that unites the care team in any care setting, across the care continuum

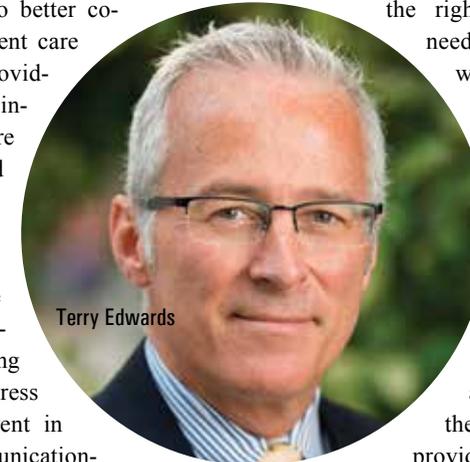
Key Person:
Terry Edwards,
President & CEO

Website:
perfectserve.com

PerfectServe, Inc.

Enhancing Care Team Collaboration across the Continuum

As the need to better coordinate patient care among providers across facilities increases, enabling more reliable, secure and collaborative communication processes has climbed up the priority list for healthcare organizations. However, most of the existing solutions fail to address the complexity inherent in today's clinical communication-driven workflows and processes. With its core mission to address this challenge, PerfectServe streamlines and secures clinical communications across the entire health care continuum by automatically identifying and providing immediate connection to the right care team members. "PerfectServe connects clinicians to the right providers, which helps them make decisions more quickly and speed time to treatment," says Terry Edwards, President and CEO.



Terry Edwards

With an industry presence of more than a decade, PerfectServe has been providing best of breed solutions to its clients. "PerfectServe's core differentiation is the ability to assemble and maintain dynamic, intelligent routing algorithms for each practitioner and other care team members. This improves communications process accuracy and helps hospitals better manage risk and improve patient safety and operational efficiency," says Edwards. PerfectServe offers practical solutions that minimize communications breakdowns by systematically organizing all the variables at play for every clinical communications workflow. "We assist healthcare organizations by making it easy for one care team member to contact

the right person they need to coordinate with at the right time," adds Edwards. "Many of our clients want to standardize their communication processes and bring all of their healthcare providers under one single platform," explains

Edwards. PerfectServe Synchrony™, the company's advanced communications and collaboration platform, unites physicians, nurses and other care team members across the continuum and facilitates timely interaction between them. In the deployment process, PerfectServe consultants work with providers on a regular basis to learn their communication process rules, suggest improvements and then configure the dynamic routing algorithms into the platform. "With access provided by a mobile application, web and the phone, clinicians can simply click on or say the name of the person they want to reach and PerfectServe Synchrony will connect them to that provider or the right person covering given the clinical situation and other variables such as time, day, originator's role, call schedules and more," he adds. With an aim to speed up the communication cycle, the company allows for faster information exchange and reduces delay in treatment.

The solution automatically identifies and provides immediate access to the right care team member and enables effective population health management by enabling communication-driven

clinical workflows. With the help of this solution, PerfectServe users are able to expedite patient transition events and also facilitate timely care team collaboration. "We have been and will continue to be a strategic partner in helping to break down communication silos and improving quality metrics," claims Edwards.

“PerfectServe is unique in its ability to facilitate clinical communication workflows by automatically identifying and providing connection to the right care team member”

PerfectServe stands ahead of the competition for its ability to enable communications by resolving and providing solutions in a very dynamic way. The company is further expanding its capabilities and increasing investments to round out the evolving needs of care teams. PerfectServe is also increasing investments to bring patients on its platform. Since inception, PerfectServe has been helping clinicians provide better care and expedite time to treatment while addressing HIPAA compliance. "We make it easy for clinicians to quickly connect with the care team members they need to collaborate with to coordinate care," responds Edwards. CR