



# Revolutionary care where and when it's needed

VITAS Innovative Healthcare keeps caregivers connected and helps deliver better care for patients with the Internet of Everything.

“Our goal is ground-breaking work in healthcare. But first, we need a solid network foundation to build upon.”

- Patrick Hale, Senior vice-president and CIO, VITAS Innovative Healthcare

A patient wants to spend her last weeks at home. With at-home nurse visits and 24-hour support, her family knows their loved one is in good hands.

## Challenges

- Deliver an exceptional consumer-based service
- Accelerate innovation and reduce risk
- Increase productivity

VITAS Innovative Healthcare, a pioneer and leader in the hospice movement since 1978, is the largest provider of end-of-life care in the United States. Although some of its 11,000 professionals care for patients in hospitals or VITAS hospice units, about 80 percent work out of a patient's home or residential care facility. Caregivers must be ready to visit at any time as a patient's condition changes.

VITAS sees mobile technology as the key to better connecting patients and caregivers. “Mobile technology will allow us to communicate information and route caregivers quickly and efficiently,” says Patrick Hale, senior vice-president and CIO at VITAS. “But before attempting revolutionary work, we needed to lay down the infrastructure.”

Due to fast growth, the company lacked a strong, consolidated network. By standardizing on Cisco network and communication solutions, VITAS gains the stability and visibility that it needs to introduce new applications that bring together patients, families, and top-quality healthcare services.

## Case Study | VITAS Innovative Healthcare

Size: 11,000 professionals

Location: 18 states

Industry: Healthcare





## Cisco helps us connect patients, caregivers, services, and data through the Internet of Everything.

### Solutions

- Standardized wired and wireless networks on reliable Cisco® networking infrastructure
- Gained visibility to improve performance
- Completed data center migration and consolidation

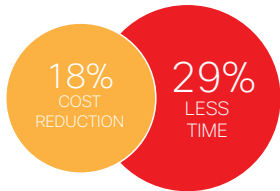
### Using data to improve performance

“There are many ways that we plan to use the data, from staffing and service improvements to using predictive medicine to get patients help right when they need it,” says Hale. “The result is a transformation of care and a service that is second to none.”

### Delivering quality service

With a solid network foundation, VITAS rolled out thousands of mobile devices. “We’ve reduced the time caregivers need to spend coordinating the logistics of next stages of care by an average of 29%,” says Debra Van Note, a nurse at VITAS. “This leaves more time for crucial interactions where every second counts.”

Innovative mobile applications help nurses deliver faster and more accurate care. VITAS’ proprietary sync method moves data from the patient’s home to a central database within milliseconds.



A mobile application can automatically select and generate consent forms depending on the patient’s situation. Because forms can be signed and filed directly from a nurse’s iPad, patients’ workflows are faster.

### Measuring quality calls

Healthcare is becoming more consumer oriented, so VITAS’ goal is to offer concierge-level service. “Cisco boosts the intelligence of our call centers,” says Hale. “By measuring interactions quantitatively and qualitatively, we can advise staff on how to communicate more effectively.”

### More secure service

“With eye-opening malware detection and powerful geoblocking using Sourcefire (acquired by Cisco), we’re in a strong position to protect patient data,” says chief information security officer Scott Ellis. “We’ve improved intrusion and malware protection and reduced service incidents by 95 percent.”





**Results**

- Reduced device cost of connecting caregivers by more than 18%
- Used data to improve performance on 60,000 calls quarterly
- Reduced deployment time for mobile applications from months to one week

**Intelligent networks**

“We were inspired by leaders in other industries efficiently managing their resources using networked connections,” says Hale. “With Cisco and the Internet of Everything, we are applying their best practices to healthcare and connecting our people and data more intelligently than ever.”

To find out more about Cisco Healthcare solutions, please visit: <http://www.cisco.com/web/strategy/healthcare/index.html>



**Products & Services**

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<p><b>Voice and IP Communications</b></p> <ul style="list-style-type: none"> <li>• Cisco Unified Contact Center Enterprise</li> <li>• Cisco Unified Communications</li> </ul>	<p><b>Wireless</b></p> <ul style="list-style-type: none"> <li>• Cisco Meraki® Wireless MR26</li> </ul>
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