Secure Texting and Chatbots Power Effective Communications at Box Butte General Hospital

Customer
Box Butte General Hospital

Challenges
1. Expedite employee responses to traumas and codes
2. Comply with COVID-19 regulations
3. Coordinate patient throughput

Solutions
- QliqCONNECT Secure Texting
- Quincy Healthcare Chatbot

Results
- Improved trauma/code responses and patient outcomes
- More effective and faster patient check-ins and workflows
- Novel use case to recruit interns

It is rare that technology truly transforms not just a process or department but results in transformational improvements across an organization.

Within a short period of time, providers and staff at Box Butte General Hospital, Alliance, Nebraska became super users of QliqSOFT’s QliqCONNECT secure texting, sending more than 24,000 HIPAA-compliant messages daily. After first implementing the solution for private group messaging, leaders at the 24-bed, critical-access hospital expanded its adoption to on-call personnel to respond to trauma and critical emergency calls.

Now, QliqCONNECT is used by all departments to expedite most administrative and clinical care coordination activities digitally from managing efficient patient throughput to conversing with patients and physicians. “We’ve connected every department together to efficiently communicate and share information,” says Box Butte leadership.

The hospital also uses QliqSOFT’s Quincy Healthcare Chatbot to track and monitor staff symptoms and temperatures to determine illness.

Texting On-Call Staff Improves Response Times and Patient Outcomes

Adopting QliqCONNECT at Box Butte as the on-call texting solution system-wide provided the facility’s first big win. Previously, clinicians carried pagers that transmitted scant details about the reason for the page.
After integrating QliqCONNECT with the staff’s on-call schedule, a registration clerk can quickly contact the appropriate employees to respond to a code blue or trauma, while simultaneously sending information describing the nature of the emergency. The clerk can monitor read receipts and follow up with those who have yet to respond.

Physicians and nurses appreciate the code blue/trauma group texting because they know in advance what to expect. “It has made a positive impact on our response times, which also improves patient outcomes.” says Box Butte leadership.

The secure texting solution powers all communication within the hospital. The groups using QliqCONNECT are all the facility departments and processes which include insurance verification, pre-ops, referral management, quality management and improvement, and surgery case review.

Every department uses Qliq to reach members on call. We use it for mass alerts for the hospital for tornadoes, fire code, active shooter, and bomb threats.

**Easy-to-Build Messaging Templates Facilitate Communication Inside and Outside the Hospital**

Box Butte’s IT team finds it easy to build custom messaging templates incorporating complex workflows and schedules within QliqCONNECT that allow staff to communicate and coordinate patient-centric care in ways that make sense to a particular group.

Registration staff uses secure texting to communicate with laboratory staff that patients have arrived and are ready for their tests. Messaging is also used to assign beds to ER patients who need to be admitted, coordinating with environmental services staff to ensure a room is ready and among nurses in ER and the admitting floor as to which room the patient has been assigned.

**Chatbots and Campaigns Support Staff Recruiting**

Box Butte prominently displayed a QR code on a poster at a recruiting event. Prospective interns scanned the code and entered their contact information in the chatbot, which triggered a care campaign outlining next steps in the process. During the event, nearly two dozen potential interns registered with the hospital.

Despite its small size, Bot Butte General Hospital has quickly become an oversized user of QliqSOFT solutions. Hudson noted that their utility and flexibility empower providers and staff alike to have more direct and collaborative conversations among themselves and with patients and affiliated care partners outside the hospital.