

**University of Maryland Medical Center Receives the  
2016 IHA Award Improving Patient Care and Health Delivery  
and the  
2016 IHA GRAND Award**

*UMMC Champions Stellar Communication System from Extension Healthcare*

**NEW YORK, February 22, 2016** — The Intelligent Health Association (IHA) announced today the recipient of its **2016 GRAND Award** and the **2016 Improving Patient Care and Health Delivery Award** is the **University of Maryland Medical Center (UMMC)**.

The Drs. Rouben and Violet Jiji Neonatal Intensive Care Unit (NICU) at UMMC moved into new housing with all private rooms. Where seconds count in a new baby's life, it was critical that UMMC have an unfailing alerting, messaging and communication system that emphasized family-centered care. Further, NICU leadership was determined to improve compliance in communicating perinatal data that was critical for implementing Neonatal Resuscitation Program (NPR) evidence-based management algorithms for neonatal resuscitations.

UMMC selected Extension Healthcare's Engage™ Mobile platform with Zebra MC40 phones for its consistent reliability in providing nurses, assistants, and other providers communication within and between units. Nurses, who previously had to combat loud, unfiltered broadcast announcements found that they could easily hear and quickly respond to actionable patient monitor alarms.

Leading the selection team were Dr. Colleen Driscoll, Neonatologist and Director of Quality Improvement for the NICU; George Reed, Director of Clinical Engineering; Joan Treacy, R.N. NICU Nurse Manager; and Dina El Metwally, MD, NICU Medical Director. Deployment began immediately with the Labor & Delivery unit and the NICU.

"Despite going live on the day of the move it went remarkably well," Dr. Driscoll said. It took scores of clinicians and nurses to successfully organize and move over 30 critically ill babies into new space with all new systems, devices, and storage, leaving no downtime for customization. The integrated team of providers and vendor support made modifications on the spot quickly and smoothly.

The compliance with communicating perinatal data for neonatal resuscitations increased to over 90 percent. Most dramatically, compliance with the communication of amniotic fluid status increased from 37% compliance to 97%—and without overhead paging—something that nurses had long voiced a need to have reliable and quiet secondary alarm notifications for patient monitoring alarms *regardless* of location.

The new communication system is so successful that the entire Medical Center, with 772 total licensed beds, 8,261 employees, and 1,163 attending physicians/faculty, will eventually be incorporating the system into daily activities.

### **About the Intelligent Health Association**

The Intelligent Health Association (IHA) is a global, technology-based and technology-focused organization comprising many new technology communities and societies all operating under one organizational structure with a common goal: to help drive the “Evolution to the Health Revolution™ ” through the adoption and implementation of new technologies in the health eco-system.  
<http://ihassociation.org/>. Awards: [ihassociation.org/awards](http://ihassociation.org/awards).

# # #

### **Media Contact:**

Anne Olscher  
aolscher@rfindinhealthcare.org  
+1-705-778-5469