



Unifying health center communications within a single platform

For over 160 years, Eskenazi Health has offered highquality, cost-effective, and patient-focused health care to the residents of Marion County and Central Indiana. As one of America's largest essential health care systems, Eskenazi Health provides treatment and services through more than one million outpatient visits each year.

Highlights

- Streamline everyday intra-departmental communication beyond alerting on emergency situations.
- Communicate across multiple devices through a single platform.
- Send 1,500 messages a month reliably and efficiently.



Challenges

Eskenazi Health was looking for a way to improve communication across multiple platforms such as pagers, phone, email, and in-house phones. Initially, they needed a solution that was going to be used solely for disaster communication.

Solution

Everbridge provided Eskenazi Health the ability to communicate across multiple devices through a single platform. They wanted an application they did not host and that would be accessible from any device.

Additionally, Eskenazi Health expanded their use of the system to begin streamlining intra-departmental communication. Many departments have used Everbridge to facilitate critical communication around staffing needs and other unit specific information.

They have been able to use Everbridge to track text messages which enables greater visibility and consistent communication. Administrators see the benefit of being able to make real-time changes to expand or allow greater access.

Eskenazi Health is committed to staying with Everbridge because of the ease of use for the end user and the administrator. The flexibility of restricting access to Incident Operators is huge in limiting the risk of messages going to the wrong persons or departments. The Emergency Department can use a desktop, their cell phone, or landline call for the initiation of critical patient activations. This gives them flexibility and redundancy in making sure key information gets out no matter where they are in the department.

Finally, the billing is not based on the number of messages sent, and this is a significant benefit.



"We had an incident where our typical communication methods were interrupted due to a loss of Internet connection. The redundancy and cloud-based nature of Everbridge allowed our incident command team to continue communicating critical information to stakeholders, maintain situational awareness, and regularly alert on needed actions. We were even able to use it for continued code activations using hotspots and cell phones."

Justin Mast
Emergency Preparedness Manager