

### 3 Major Benefits to Interoperability

#### 1 Increased Patient Security and Satisfaction

Improving patient care and safety is the prime directive and ultimate goal of interoperability. Interoperability of systems, information sharing, and data access play a critical role in improving the patient care experience by less task duplication, reducing wait times and enhancing the overall quality of care.

#### 2 Increased Efficiency

Presenting data to healthcare providers in real-time and in a consistent manner can boost efficiency across an entire health organization. Having the ability to aggregate data from a single building, all the way up to a geographically diverse health system or IDN can create process improvements across an entire healthcare organization.

#### 3 Reduced Medical Errors

Interoperability presents healthcare organizations with solutions to prevent medical errors by making it possible to exchange and interpret data across technology systems and software applications. This allows care providers to have a better understanding of how and why medical errors occur and enables them to take action in preventing them.

#### HOW Tacera Can Help

Tacera works with major hospital and facility systems to support and enable interoperability. Austco offers an open API for integrations with any clinical, facility, or 3rd party system. Ongoing integrations is how the system grows with you.

Ask your local Austco Representative for more information.

### Tacera Pulse Update

Austco released Tacera Pulse V2.7.2 which includes the 4th major release for Pulse Reports and Dashboards. The features have been entirely revamped for added functionality and improvements.



Widgets are overall more configurable and include the ability to choose the chart type for a single value. Two new widgets have also been added:

- Alarms by Time of Day
- Alarm Durations by Alarm Type

A new "Fault Report" has been added which includes faults generated by Medicom 2G hardware as well as a new web-based DAS configuration tool for adding/editing data sources.

Pulse Reports is now a .Net application, which means there is no IIS to configure. It also includes a new installer making it much easier to install and configure.

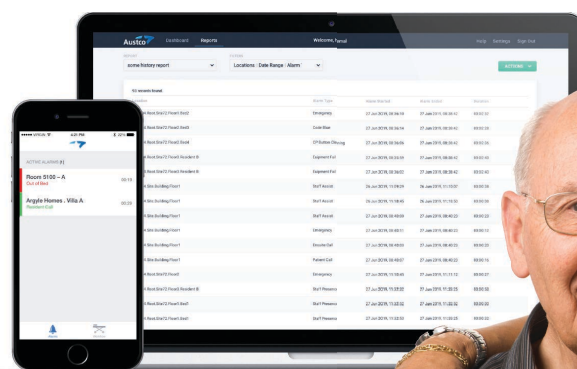
### Pulse Mobile

#### Retirement Living Deployment

Pulse Mobile is Austco's native smartphone app that lets nurses manage alarms, and remote control the nurse call system, all from their smartphones.

A leading owner, operator and investor in the retirement living sector, offering apartments, independent and assisted living, and long-term care is currently rolling out Austco's Pulse Mobile and Enterprise Reporting across 57 sites in Canada before the end of calendar 2019.

The client's goal was to improve resident care and caregiver efficiency and Tacera Pulse, the most sophisticated clinical workflow and enterprise reporting solution currently on the market, is the only system that meets their requirements.



### In the News

#### Hospital SÍrio-Libanês - Brazil

Austco's partner, Teleinfo Soluções in Brazil is developing the Hospital of the Future! Check out the full article in HealthARQ - a Brazilian magazine dedicated to the issues of healthcare technology (pages 103-106):

[READ NOW](#) (Portuguese)



### HIMSS20

#### Annual Exhibition

##### Save the Date

HIMSS20 Global Health Conference & Exhibition is taking place March 9-13, 2020 in Orlando, FL at the Orange County Convention Center.

HIMSS20 is the leading health information and technology conference, bringing together nearly 45,000 professionals from 90+ countries for the education, innovation and collaboration they need to transform health around the world through information and technology- all at one time, all in one place.

Be sure to visit Austco at **booth #5279** for exciting new healthcare communication solutions.

# HIMSS20

Global Health Conference & Exhibition  
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### Austco UK's New Demonstration Room

#### Austco Solutions in Action

We're excited to reveal our brand new demonstration room at Austco UK which is now open to showcase our exciting products. The room will be used for customer and partner demonstrations as well as customer, partner and engineer training to ensure that everyone feels comfortable and at-ease with our products. It serves as a flexible working space for internal teams and enables visitors to see and utilize different Austco devices used in real world deployments.



### "We love our call bell reports!"



**Austco's authorized partner, KR Communications Ltd. in Ontario, Canada helps customer improve overall site efficiencies with Tacera Reports:**

"As a brand new Director of Care in a Long Term Care Home I really didn't know what to expect from my role. One of the first things that landed on my desk was a call bell report.

As a clinician I LOVE DATA! So you can imagine how happy I was to see statistics. Unfortunately that happy bubble was burst once I started actually crunching the numbers. What I discovered was that I had a very significant problem. I took the detailed report that told me which rooms were ringing and the time of day, and I plotted each number on a graph. I was able to use this report to identify what part of my home, what time of day, and which residents were struggling to have their needs met in a timely fashion.

I was able to share my concerns with the staff in a meaningful discussion. We were able to identify specific areas of concern at specific times of day. We were able to identify residents whose needs required further evaluation. And we were able to come up with solutions that were specific, measurable, achievable, relevant and timely. It's the MEASURABLE part that sometimes trips us up. But the call bell reports gave us an easy way to measure whether or not the changes we implemented were working.

I am so proud of my staff. The results have been outstanding. We have significantly improved response times for our residents, we have re-examined care plans and made meaningful changes for some residents who were ringing persistently, and we have redeployed personnel to respond to the staffing concerns. All of these positive changes came as a result of the report from KR Communications."