Baton Use Cases

Inpatient

At the start of his day, Dr. Paul Schultz, an intern on the Internal Medicine team, logs into Baton on his smartphone and reviews his dashboard overview of the patients on his service. He notices that since he last logged in there have been six updates to Charlie Davidson's profile, including one marked urgent. He opens up Charlie's profile and while reviewing the posts on Charlie's wall, sees that Dr. Carla Adams, the attending on his service, has recommended chemotherapy. Wanting to discuss Charlie's case, Paul taps on the messages icon, selects Dr. Adams, and sends a message.

Dr. Adams is walking to get breakfast when she receives a notification that she has a message from Paul. She opens Baton, reads Paul's message, and hits reply. Dr. Adams writes back proposing that they meet her in the cafeteria to discuss Charlie's case. Before sending the message, she decides to add Sarah Schiller, another intern on the service, who should be a part of the conversation.

Baton solution

By using Baton, over the course of a few minutes, Paul was able to review updates on the patients on his service, notice something about one patient in particular, and securely arrange a meeting to discuss that patient's case with two other members of the care team.

Improved Quality of Care and Care Team Efficiency

Karen Maguire, a nurse on the Internal Medicine team, is preparing the discharge paperwork for Susan Barrow. In addition to the usual materials, she provides Susan with a Baton login. Now Susan will be able to contact the care team from home if she has questions or concerns. Karen then posts to Susan's profile that Susan is ready for discharge so the whole team is aware and can plan accordingly.

Next, Karen checks her To Do list and sees that a patient named Tamara Jones has an outstanding To Do item to change her central line dressing. Karen knows from a group message that another nurse named Johnny should have already changed the dressing, so Karen sends him a quick message to make sure that he didn't forget, which could lead to infection. After that she logs out and continues with her routine.

Baton solution

Using Baton, Karen was able to provide her patient, Susan Barrow, with a direct link to the care team. Now when Susan is home, she will be able to contact her care team with questions or concerns, reducing the likelihood that she will experience complications or return to the ER. Karen then updated Susan's profile to inform the team that Susan is ready for discharge, which will likely increase the speed of discharge and free up Susan's bed for another patient. Lastly, Karen picked up on a potential mistake that could place a patient at risk and remotely contacted another team member to confirm an important task had been completed.

Homecare

Susan Barrow was admitted to the hospital for gallbladder stones, but after doing an ultrasound and observing her for 48 hours, the care team determined that her gall bladder stones should pass naturally and discharged her with a Baton login. Susan is at home and the pain from her gallbladder stones returned about an hour ago. She is nervous and wants to know if she should return to the ER. She turns on her laptop, logs into Baton and sends a message to her nurse, Karen Maguire, asking for advice.

Karen is on the floor when she receives an alert on her tablet that she has a new message from Susan. Karen logs into Baton, reads Susan's message, and then posts Susan's concern on her wall so the whole care team can review it. Sarah Schiller, an intern on the service, responds that it is normal for patients to feel discomfort when passing gallstones, but if the pain lasts for more than a few hours, Susan should check back in. Karen passes the message along to Susan.

Baton solution

By using Baton, Susan was able to contact the care team from home, easing her concerns and reducing the likelihood that she returned to the ER. As a result, the incidence of readmission was decreased, the quality of care was increased, and patient satisfaction was improved.

Outpatient

For the third week in a row the local Nursing and Rehabilitation Center has had to send several patients back to the hospital because the paper documents associated with the patients have not been completed or, in the case of Mrs. Alexander, one of the pages of her transfer record was missing. Maintaining the continuity of medications has been a particular issue.

Baton solution

All records of transfer patients can be transmitted via Baton, eliminating knowledge gaps between passing and receiving care teams and improving the continuity of care. Additionally, the receiving care team is able to message the passing care team to follow-up with questions or concerns, reducing the likelihood that a patient will need to return to the hospital.

Billing

It is 11:30pm on Saturday, and the care team is being overwhelmed by a surge in demand for resources. John Eberly, the patient in room 212, was healthy earlier in the evening, but begins experiencing major complications just before midnight, and the care team spends several hours stabilizing him, remotely updating Baton to collaborate as a team throughout the night.

The following morning, exhausted from a stress-filled night, the resident pushes the care team's communications to the EMR, eliminating the need to recap the previous night's events from memory.

Baton solution

By using Baton, the care team can efficiently communicate to diagnose problems, treat patients, and document care provided in real-time. As a result, the hospital will have a more granular record that can be exported to the EMR, improving the quality of documentation and reducing redundant tasks for the care team to complete. Additionally, without Baton, gaps in the resident's memory and limited knowledge of John Eberly's care will lead to an incomplete history of his treatment, increasing the likelihood that the insurance company will reject charges associated with his care.