



Enhancing the Connection Between Nurses & Patients



With the **Advanced Communication Solution (ACS)** and **Language Access Solution (LAS)**, Eloquence Communications, Inc. and Ascom delivers a strong partnership that puts mission-critical wireless communication where it matters most – in the hands of patients and nurses. The solution-based partnership offers healthcare systems workflow optimization, cutting-edge patient care, and vastly improved patient outcomes; all the while giving patients the ability to connect quickly, directly, and effectively with their healthcare provider.

\$12.3
Billion

wasted annually in hospitals due to inefficiencies in communication between caregivers and patients.¹

\$5
Billion

money lost due to latency in nurse communications.¹

9%
US Population

is at risk for an adverse event because of language barriers according to the Agency for Healthcare Research & Quality.

75%

nurse call requests offloaded from nurses and routed to nurses aides or techs.²

50%

reduction in non-value added time for skilled providers.²

The Eloquence/Ascom partnership attacks this perilous language barrier problem by providing immediate access to interpretive services which improves communication across the board from patient to caregiver.

The Eloquence/Ascom Solution Empowers Patients and Healthcare Organizations.

- ✓ adds significant value
- ✓ improves patient outcomes
- ✓ tracks workflow efficiencies
- ✓ improves patient/caregiver morale

¹ Quantifying the Economic Impact of Communication Inefficiencies in U.S. Hospitals, Ritu Agarwal, Daniel Z. Sands, and Jorge Diaz Schneider, Journal of Healthcare Management, Volume 55, Number 4 July/August 2010.

² Perspectives of Nurses on Patients with Limited English Proficiency and their Call Light Use, Jose Galinato, Mary Montie, Clayton Shuman, Lance Patak, Marita Titler, Global Qualitative Nursing Research, Volume 3: 1-9 2016.

Empowering Patients and Healthcare Organizations



Eloquence extends mobile communications with Myco to the patient. With this expansion, Myco market penetration expands vertically and horizontally while mitigating attrition to other provider-provider communication solutions.



Eloquence delivers a turn key, integrated solution with Myco, bringing tremendous value while providers save more time, are more easily organized and deliver better care.



Eloquence improves outcomes by enhancing quality care and driving up patient satisfaction scores where it matters. Delivering real-time, multilingual communications truly differentiate Eloquence from any other product on the market.

As an Eloquence partner, Myco's future will benefit from these differentiating values and market expansion.



"As we explored adding the Eloquence communication solutions to our community hospital, improving patient satisfaction and quality of care was paramount. Eloquence has delivered that and so much more."

What Practitioners are Saying

"I think it [Eloquence] facilitates communication much better."

"The thing is that it allows them [patients with limited English proficiency] to pretty confidently request specifically what they want; stuff that before that they may have had some difficulty communicating and we understand it now."

"You save a lot of time for the patient in getting pain meds or nausea meds, because you know what they want."

"Being able to choose what they want; you know their safety factor. They would feel safer because they are able to communicate."

"I think they [patients with limited English proficiency] feel more satisfied with their care because they can actually explain to us what they need . . . I think they are happier as patients to be able to express their needs."

Pilot Program Feedback

"Another advantage to the Eloquence package is the ability for our administrative team to market these benefits to the community. Our patients are going to have better access to their care givers and feel more in control of their stay with us, no matter how long."

"The Eloquence team has thought of the most important pieces of delivering the quality of care that we want our patients to experience."

According to Dr. Lance Patak, co-founder of Eloquence Communications, "Eloquence understands the unique challenges nursing staff and patients face every day to communicate effectively and efficiently. We have committed this company to helping healthcare facilities achieve optimal staffing allocation and workflow efficiency while driving improvements in patient communication, safety, outcomes, and satisfaction, in an impactful way."