



# **PRESS RELEASE**

## **FOR IMMEDIATE RELEASE**

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## **Eloquence Communications Launches a Game-Changing Patient Communication System**

*With Eloquence ACS™, nursing staff receives the right message at the right time so every member of the team operates at the top-of-their-license and patients receive better care.*

(Ann Arbor, MI) May 15, 2015 - Eloquence Communications announces the availability of a patient communication solution, the Eloquence ACS™ that introduces a novel way for patients to communicate with the nursing staff precisely what they need and creates a more efficient work flow for nursing staff.

The Eloquence infrastructure is based on 4 years of National Institutes of Health (NIH) funded research and patents that cover the core technology. With the integrated role of nurses in hospitals today, the staggering rates of errors, and rates of avoidable adverse events, today's healthcare system cannot continue requiring nursing personnel to manually triage nurse call systems. Eloquence ACS™ has been proven to provide an infrastructure to decrease patient falls due to slow response from staff, and to improve operational efficiency and therefore, improve outcomes and decrease overall hospital costs.

Eloquence Communications was founded by two physicians, Lance Patak, MD, MBA and Bryan Traughber, MD, who have extensive experience in patient care and research. Dr. Traughber has spent years involved in the research and development of new medical technologies and understands the key challenge of developing technologies that are not only technically powerful, but also simple to implement and to use.

“Having worked as a nurse assistant, a Registered Nurse and now as a physician, I very intimately know the pain-points related to nurse call communication. I am passionate about solving these problems to drive better workflow efficiency and better quality of care.” says Lance S. Patak, MD, MBA, Co-Founder and CEO of Eloquence Communications.

The system created by Drs. Patak and Traugher with a team of talented programmers includes proprietary technology with an automated routing system so calls are sent to the most appropriate staff member directly from the patient bedside without the need for a staff to triage the situation.

### **Benefits to Patients**

Eloquence ACS™ is a simple but powerful system based on important features such as giving patients the ability to communicate via an interactive digital touch screen from their bedside. The customizable touch screen offers strategically organized pictures and text describing thirty of the most common patient requests.



Once a patient has placed a call for help, the request is automatically sent to the most appropriate provider. Requests are automatically sent to available staff, without having to go through the nursing station, and urgent calls can be automatically expedited. The system also has a time-limited safety net that guarantees every request is taken care of in a timely manner.

### **Benefits to Healthcare Facilities**

Eloquence ACS™ overhauls nursing workflows and empowers care providers to deliver better quality care because the appropriate staff member responds to patient requests. The system includes an interactive dashboard for at-a glance status of nurse call activity for each nursing unit. The automated triage process enabled by the Eloquence server automates triage according to provider skills and availability, and lets nurses better prioritize their work in real time.

Rich data captured by Eloquence throughout the entire nurse call process, from response through to fulfillment, provides opportunities for performance and quality improvement unparalleled by other communication system providers. Eloquence data dashboards provide insight that assists departments in adjusting staff to rapidly changing real-world conditions. Metrics are completely customizable and can provide management with statistics by unit, by shift, by time of day, by staff member, by call category, and much more. Information is continually collected and showcases the entire call process from the patient initiating the call, the staff member accepting the task and how long it takes to fulfill the request.

The architecture is extremely flexible, allowing tailoring the solution to match the needs and capital investment needs of a long-term care facilities, small community hospitals as well as large complex health care systems. This, and much more, makes Eloquence the ideal tool to measurably improve performance, reduce errors, and enhance patient satisfaction — all in a system that fits seamlessly into existing work flows.

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### **About Eloquence Communications**

Eloquence Communications is a healthcare technology company based in Ann Arbor, Michigan, with additional offices and remote staff in Ohio and California. The Eloquence team of physicians and technologists are dedicated to improving the delivery of care through the development of innovative and simple communication solutions. Eloquence's cornerstone product, an innovative nurse call system called Eloquence ACS™, was developed with funding from The National Institutes of Health (NIH), along with funds from the Michigan Pre-Seed Capital Fund, angel investors and other matching fund sources totaling more than \$3M. The core technology is protected by a patent portfolio comprised of issued and pending patents that strategically cover core and fundamental functionality. The user-centered design has been tested by subject-matter experts, nurses, and patients, as well as iterative design testing by High Tech Anthropologists® at Menlo Innovations with end users at the University of Michigan and Sparrow Health Systems. For more information, go [www.eloquencecomm.com](http://www.eloquencecomm.com), or please contact Jamie Barber at Eloquence Communications, phone 855.422.3567; [jbarber@eloquencecomm.com](mailto:jbarber@eloquencecomm.com)