

WallComm™ Administrator Best Practices Guide

Overview: What is WallComm™?

WallComm™ is a communication feature in Handtevy Mobile that allows EMS crews to send notifications to designated hospital and EMS administrators when they experience delays in transferring patient care ('on the wall') at the ED.

The goal is to improve situational awareness and encourage **collaboration** between EMS and hospital teams to reduce wall times and enhance patient care continuity.

Why WallComm™ Was Created?

Emergency departments across the country are experiencing longer patient offload delays. These delays affect ambulance availability, system readiness, and most importantly, the patient's experience.

WallComm™ was created to bridge communication between EMS and hospital leaders when offload delays occur. The purpose of this feature is collaboration and awareness—not blame or punishment.

By sharing timely information about delays, both EMS and hospital teams can identify trends, coordinate solutions, and ultimately improve patient flow and outcomes.

Implementation and Training Recommendations

1. Internal EMS Education

- Train field crews on when to use WallComm™ (for example, after a 20-minute delay or per agency policy). Reinforce how to communicate professionally and factually in messages.
- Make clear that all WallComm™ messages are visible to both EMS and hospital administrators.

2. Hospital Education and Collaboration

- Meet with hospital leadership before activating WallComm™ to explain its intent and functionality.
- Present it as a tool for shared awareness and process improvement.

- Discuss expectations for who should receive notifications.
- Reassure hospital partners that users can easily pause notifications at any time, during vacations, or when unavailable.

Best Practices for EMS Administrators

Enrollment and Configuration

- Limit recipients to key hospital decision-makers who can act on the information.
- Review enrolled EMS and hospital subscribers quarterly to ensure accuracy.

Message Management

- Remind EMS crews to stay factual and professional in the live chat.
- Avoid emotional or accusatory language.
- Review messages periodically to identify training needs or communication trends.

Response to Alerts

- Treat alerts as opportunities for collaboration, not criticism.
- Use recurring delay data for joint review and improvement planning.
- Recognize and reinforce positive communication and teamwork.

Temporary Unenrollment

Hospital and EMS administrators can temporarily unenroll from WallComm™ notifications during periods of leave or unavailability.

Closing Message

WallComm™ is designed to strengthen communication between prehospital and hospital teams. When used thoughtfully, it supports a smoother transition of care, enhances patient experience, and promotes a culture of shared responsibility and collaboration between EMS and hospitals.