

LIVING *the mission*

REFLECTIONS ON CAREGIVING AND COMMUNITY

“To ensure that no one has to wait for the care that they need.” These simple words have been TeleTracking’s guide and inspiration for close to 30 years. Every day, every employee lives this mission—from analyzing workflows, to bringing solutions to life that support our clients’ work. Living the mission also means being selfless and ready to lend a helping hand to those in our community who are less fortunate—another way of delivering on the importance of being a caregiver.

CARE AT THE BEDSIDE AND BEYOND

This compassionate approach, towards both healthcare workers and the overall community, emanates from Michael Zamagias, TeleTracking’s Chairman and CEO. The lack of time caregivers have to dedicate to healing the sick—and finding ways to give them that time through operational technology—that’s the important role Zamagias plays in living and delivering on the promise of TeleTracking’s mission.

“If a caregiver is working on anything other than caregiving, that is problematic,” says Zamagias. “Yet, we know that at many health systems, a great deal of time is spent working on problems outside of their core skill set. A Health Affairs.org¹ study states that nurses spend approximately seven percent of their time hunting for supplies such as medications, infusion pumps and nutritional supplements. There are also inefficiencies in getting patients or equipment from point A to point B that need to be streamlined. At the same time, we know that no one works harder than people in health care—and yet they are also incredibly underappreciated. That’s why we try to put the love back into the care—every minute of every day should be doing productive work, not frustrating work.”

As health care has evolved, TeleTracking has evolved too. As the industry shifted from free-standing hospitals to integrated delivery networks,

TeleTracking’s combination of people, process and technology—which started off as a way to manage beds—has become a comprehensive approach to patient care through Health System Command Centers. This powerful platform is the nervous system that can control the mechanical functions of the path of the patient.

“When we started in 1991, we were working closely with environmental service teams. Now we are working closely with senior leaders in the board room,” continues Zamagias. “And that’s because we’ve learned more and more about how to interconnect efficiency and making caregiving enjoyable. In fact, we’ve had nurses and doctors say if TeleTracking isn’t there they wouldn’t be there either. The real-time visibility—along with the multi-dimensional approach to operations that TeleTracking provides—is what drives those levels of loyalty and we reward that loyalty by living our mission every day.”

And finding ways to keep caregivers loyal and engaged is more important than ever. According to the Bureau of Labor Statistics’ projections², there will be a need for an additional 203,700 new RNs each year through 2026 to both fill newly created positions and replace retiring nurses. Of the nurses who are working, more than 75% of RNs believe the nursing shortage presents a major problem for the quality of their work-life, the quality of patient care, and the amount of time nurses can spend with patients. Nurses also see these shortages as a catalyst for increasing stress on nurses (98%), lowering patient care quality (93%) and causing nurses to leave the profession (93%).

“These numbers are sobering, and finding ways to turn that tide is one of the great unmet needs,” adds Zamagias. “And this is where capitalism and creativity come together. We want to stop the frustration, and we want to put the ‘care’ back in caregivers’ lives.”

¹Source for HealthAffairs.com article: <https://www.healthaffairs.org/doi/10.1377/hblog20190321.822588/full/>

²Source for Bureau of Labor: <https://www.aacnursing.org/News-Information/Fact-Sheets/Nursing-Shortage/>

WARM WORDS FROM MISSION OF MERCY PITTSBURGH PATIENTS

“THE MOST AMAZING VOLUNTEERS. I AM SO BLESSED TO RECEIVE CARE. THE BEST DENTAL EXPERIENCE YET.”

“YOU GUYS WERE AMAZING! EVERY SINGLE PERSON I MET WAS HELPFUL, CARING AND EFFICIENT!”

“YOUR ORGANIZATION TRULY HELPED ME. THE PAIN PHYSICALLY AND EMOTIONALLY WAS ALMOST INTOLERABLE.”

L-R: Daniel Pituch, DMD, MD; dental patient; Michael Zamagias



CARE IN THE COMMUNITY

The idea of having an impact on caregiving extends into the community too. For example, when Zamagias learned about the number of people without access to dental care, TeleTracking became the founding sponsor of Mission of Mercy Pittsburgh [MOMPGH]. MOMPGH delivers life-changing dental care to underserved members of the community through an annual, two-day, free dental clinic. The 2019 clinic, held July 26-27, had 100 full-service dental chairs and close to 1,500 volunteers helping 1,302 patients from all walks of life—elevating their dignity, alleviating their pain, increasing their confidence and giving them their bright smiles back. In fact, Pittsburgh is, to our knowledge, the only city in the United States to offer an annual, two-day, free dental clinic of this scale.

TeleTracking's TeleCares Program supports a wide range of other community programs, including Imani Christian Academy, a K-12 school for economically-disadvantaged children. With the support they receive, 90% of the students go on to attend college. Employees also have access to \$250 grants to help the charities that mean the most to them. Employees also participate in other activities throughout the year—from ringing bells for the Salvation Army Red Kettle campaign and donating items for Thanksgiving on Every Table, to assembling care packages for deployed soldiers and participating in the local MS Walk.

“Giving back is a key part of our principles at TeleTracking,” Zamagias concludes. “Everyone at TeleTracking has created a life bigger than themselves—and when everyone pursues that life, we all become bigger collectively. The reach is greater, and the impact is greater—and who knows what can happen when you change someone's life by giving them the care and support they need. That's what makes a great purposeful life and that's what living the mission means.”