



**Customer First. Outcomes Delivered.**

**Baylor Scott & White Health improves safety, patient experience, and employee engagement with Zebra WFC**

# WFC

## Workforce Connect Voice



# 4

**Persona Types  
Engaged**

## Customer Overview

Baylor Scott & White Health is the largest not-for-profit healthcare system in Texas and one of the largest in the United States.

It includes 51 hospitals, more than 800 patient care sites, more than 7,300 active physicians, over 49,000 employees and the Scott & White Health Plan.

## Business Outcomes

Baylor Scott & White wants to improve quality patient experience, patient and employee safety, and employee engagement. This means increasing time for patient care, decreasing search time for colleagues/resources, and improving response times during crises.

**Improved Communication:** Enhance patient experience and safety with faster, reliable communication. Workforce Connect also reduces search time and, combined with the TC5x-HC “duress button,” improves worker’s ability to find respond during crises.

**Printing Process:** Improve patient experience and safety by expediting printing, clarifying ownership of labels, reducing mistakes and confusion.





Profile  
Market



Identify/  
Expand



Qualify



Validate



Secure



Close



Adopt



Outcome  
Realization



Baylor Scott & White  
HEALTH

## Customer First. Outcomes Delivered.

# Baylor Scott & White Health improves safety, patient experience, and employee engagement with Zebra WFC

### Impact Team

**Account Manager:** Richard Vogt

**Sales Engineer:** Tony Belisch

**TC5x Product Manager:** David Chu

**Regional Portfolio Manager:** Eric Hilton

**WFC Engagement Manager:** Katy Hughes

**WFC Solution Architect:** Weldon Loewenstein

### Customer Overview:

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### Customer Personas

- **Chief Nursing Officer**
- **VP of Informatics**
- **Director of Supply Chain**
- **Chief Technology Officer**

Conversations with the Chief Nursing Officer and VP of Informatics highlighted and deepened our understanding of their communication challenges, which led to a successful Workforce Connect implementation.

Our Impact Team coordinates bi-weekly or monthly calls with the different key teams and contacts and in-person meetings with BSW at least once per quarter. Meetings help understand successes and challenges with our solutions and their projects.

### Solutions & Business Outcomes

Baylor Scott & White wants to improve quality patient experience, patient and employee safety, and employee engagement.

**1. Improved Communications:** Enhance patient experience and safety with faster, more consistent communication

- **Solution:** Workforce Connect Voice with TC5x-HC mobile devices
- **Outcome:** “Reliable, improved voice communication [has led to] increased time at the bedside for clinical staff, ...improved patient care and overall patient satisfaction and safety”
- **Expected Outcome:** “Duress button” on TC5X-HC usage will eliminate multiple taps for calling in emergencies

**2. Printing:** Eliminate confusion around printed labels, expedite printing to improve patient experience and safety

- **Solution:** ZQ620, ZD41X printers for lab specimen collection
- **Outcome:** Dedicated (rather than shared) printers decrease possible labeling errors, confusion about label ownership and eliminates wait time

### Omnichannel Ecosystem

- CDW has been the primary partner at BSW.
- CDW has provided prompt support and bundled our solutions across product groups (Cost savings, financing & stocking\staggering). Also, they have been great networking partners with our joint contacts, sharing information.
- They have always supported joint (Zebra & CDW) appreciation events with BSW.