



Inova Health System Implements Rave Collaborate for Streamlined Emergency Response

INOVA HEALTH SYSTEM **Crisis Management • Mass Notification**

Inova Health System's 18,000 team members serve more than 2 million people annually at dozens of locations throughout Northern Virginia.

It's hard to overlook Inova's presence in Northern Virginia. The healthcare organization serves the community through an integrated network of hospitals, primary and specialty care practices, emergency and urgent care centers, outpatient services and other facilities.

Those who oversee safety for Inova's entire operation have their work cut out for them. Their job requires providing protection for every single location from one central command center.

"Emergencies at any of our locations look very different," said Jon Arnburg, Inova's system director of emergency management. "Our response varies depending on the resources available. For example, one of our freestanding emergency rooms will have a handful of employees at any given time, but a larger location like a hospital may have a safety team on-site."

The resources and key players needed in an emergency also vary depending on the location and type of incident. Arnburg and his team would need to complete several tasks simultaneously within just a few minutes, including finding resources like facility maps, notifying key players and alerting those on-site to provide guidance and next steps.

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JON ARNBURG
SYSTEM DIRECTOR OF EMERGENCY MANAGEMENT
INOVA HEALTH SYSTEM

Because all of these important steps can easily slow emergency response efforts, Arnburg was drawn to the features and capabilities offered by [Rave Collaborate](#), Rave Mobile Safety’s crisis management solution. With Rave Collaborate, many of these tasks can be completed quickly or even automatically. Rave Collaborate seamlessly integrated with Inova’s existing emergency notification system (Rave Alert) and its ease of use minimized the amount of time it took to train his team.

With Rave Collaborate, Arnburg and his team no longer have to scramble in the crucial first minutes of an incident. Prewritten templates for every type of event and site-specific information can be rapidly deployed from the moment a crisis is reported. Key players and those on scene can automatically receive these predesignated resources and spring into action.

In addition to improved communication, Rave Collaborate allows Arnburg to create custom checklists of tasks that can be assigned and shared automatically. With this capability, there

will be minimal confusion about emergency plans or policies, paving the way for improved coordination and a swifter response.

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Even if there isn’t an active emergency, Rave Collaborate can help Arnburg and his team keep an eye on every Inova facility from one central location. Checklists can also be used to remind staff members about scheduled or routine tasks that need to be completed. For example, the appropriate facilities can be notified when it’s time for them to conduct a monthly alarm test, and they can indicate when this task has been completed.

In addition, Rave Collaborate helps Inova’s employees speed up emergency response through scheduled drills. Reporting capabilities also arm Arnburg and his team with the insight needed for detailed and comprehensive after-action reports. With these two capabilities, it’s easier to identify what worked well and where there is room for improvement.

By providing Inova with these critical capabilities and more, Rave Collaborate is living up to its name by enhancing the teams’ ability to work together to keep everyone safe and informed.