

How RMC Health System Turned Patient Communication Into Connected Care

Putting the community back at the center of the patient experience

THE OPPORTUNITY

RMC Health System has been part of its Alabama community for decades. With more than 44,000 Emergency Department visits each year, the ED is often the first point of contact between patients and the health system.

In 2025, RMC leadership committed to strengthening that relationship by putting the patient and family experience at the center of every interaction, combining new processes, policies and technology to make care more transparent, connected and human.



"We selected Vital because it was the one company that could support our mission to make our patient experience in the ED, our first patient entry point, the best experience it could be."

Tripp Johnson, Chief Strategy Officer

THE TRANSFORMATION

Vital was deployed first in the Emergency Department, then expanded to the Medical-Surgical and Progressive Care units. Patients and families gained access to timely, easy-to-understand information about their care, including what to expect during their visit, procedures, medications and test results, delivered in plain, non-medical language and each patient's preferred spoken language.

Patients and families could also communicate needs and requests directly, reducing their reliance on staff for routine questions and updates, giving caregivers more time for meaningful interactions.

AT A GLANCE

323

Hospital beds

48

Emergency Department beds

44,000+

Annual ED visits

From Waiting and Wondering to Knowing and Engaging

Results across the Emergency Department, Medical-Surgical and Progressive Care units

RESULTS IN THE EMERGENCY DEPARTMENT

1.6 → 3.9

Google rating: patients report feeling heard and more informed

4.65% → 2.68%

42% LWBS REDUCTION

With a 42% reduction in patients leaving without being seen, fewer left before receiving care

- ✓ Greater visibility: patients better understood what to expect and how long they might wait, reducing anxiety tied to uncertainty.
- ✓ Faster response to needs: patient care technicians could respond to requests like blankets and food without waiting for hourly rounds.
- ✓ A channel for boarding patients: patients in areas without traditional nurse-call capability gained a way to request assistance.

IMPACT BEYOND THE ED

Medical-Surgical Unit

One patient's daughter noticed an elevated white blood cell count in her mother's results, then saw it drop the next day and asked why no antibiotic had been ordered. Her nurse explained the initial elevation was consistent with dehydration, not infection. It turned a data point into a better conversation between family and care team.

Progressive Care Unit

One patient's mother, living out of state, had been calling the nurses' station roughly every 30 minutes out of anxiety. With Vital, she could follow her child's care directly and ask more specific questions. RMC estimates about **one hour per day** of nursing time is now returned to the bedside on PCU.



THE HUMAN IMPACT

"Patients tell me they are surprised and pleased with the compassionate care they have received at RMC. I want all of our care areas to have Vital. It changes the way we talk to patients and families and empowers them to own their care."

Amanda Stokes, RN

Progressive Care Unit Nurse Manager, RMC Health System

