



# READINESS ASSESSMENT AND DEPLOYMENT GUIDE

ARE YOU PREPARED FOR YOUR SPOK<sup>®</sup> SOLUTION?

# ARE YOU READY TO TRANSFORM YOUR CLINICAL COMMUNICATIONS FOR BETTER PATIENT OUTCOMES?

We're pleased you have chosen Spok to work with you on your healthcare communication needs. Spok Care Connect® encompasses all aspects of clinical communications, enhancing workflows and delivering messages and data quickly and securely to clinicians and staff who need to act on it.

We're excited to partner with you on this important work. As we enter the next phase of the project together, we want to ensure you understand the staffing and resources required to achieve a successful implementation and seamless rollout for both your IT and clinical teams.

This Readiness Assessment and Deployment Guide will keep our teams aligned so we can help you achieve the established milestones every step of the way.

## OUR OBJECTIVE: A SUCCESSFUL IMPLEMENTATION



### Align your vision with the Spok solution

Discover what changes your organization might need to make to overcome challenges.



### Design a solution

It's not just an IT project—we'll consider infrastructure, end-user adoption, and future needs.



### Build the hardware and software installations

Test, train, and implement change management strategies.



### Deploy the solution

After the solution goes live, monitor progress toward solving your challenges.



### Optimize the solution post-launch

Continue the momentum to further improve communication processes and attain even higher measures of success.

## LET'S GET STARTED!

Based on our experience with more than 1,900 healthcare customers worldwide, we know that our solutions will work best and provide the greatest benefit when we cover a few requirements in advance.

The solution you've purchased isn't a plug-and-play product. It requires the coordination of numerous individuals and resources, particularly for data, telephone, and workflow configuration. We look at this as an ongoing partnership, with active engagement between your IT and clinical teams, and the dedicated Spok project management team assigned to your project.

Before we begin installing your Spok solution, we ask that you review and complete the following readiness worksheets.

## PROJECT TIMELINE



# READINESS WORKSHEETS

**It's time to assess if you have the right people, plans, and infrastructure in place.**

## **Roles and Responsibilities Worksheet (Appendix A)**

This outlines the individuals required by both Spok and your organization to ensure we can deliver your project on time and on budget. We've identified Spok's role and the key roles you need to have in place to prepare for your solution implementation.

## **Solution Readiness Worksheet (Appendix B)**

This tool will help you identify required workflows, verify infrastructure to support the solution, provide the organizational structure (system owners, support processes, and policies), and collect all business requirements for solution configurations.

## **Technology Readiness Worksheet (Appendix C)**

It's important to ensure your existing infrastructure can support a successful implementation of your new Spok solution. This worksheet walks you through those requirements, so you're properly prepared with the right resources and a full understanding of the technical infrastructure required.

## **Adoption Readiness Worksheet (Appendix D)**

Getting all clinicians and staff on board with using new technology and tools can be a challenge. This worksheet focuses on end-user satisfaction and successful long-term adoption. It will enable you to identify key stakeholders and end-users, develop solution deployment strategies, identify organizational goals and measurable outcomes, and create a plan for user education and communication.

Once you've submitted your completed Readiness Worksheets, your project will begin. Please email these forms to [spokservices@spok.com](mailto:spokservices@spok.com).



# HOW WE'LL SUPPORT YOU ON THIS JOURNEY

**The Spok Professional Services Group will help you with:**

- **Solution design:** Start your project on the right track with identified measurable objectives and a solution to help you achieve them.
- **Project management:** Keep your project on track with a dedicated team of experienced consultants who will guide your project from start to finish.
- **Consultation and configuration:** Build the solution you need for your hospital with direct guidance from Spok's consultants and database experts.
- **Training:** Train your users how to use, administer, and maintain your new solutions for maximum success.
- **Go-live:** Prepare your production environment, plan and implement your solutions, and receive post-implementation support.
- **Ongoing optimization:** Maintain the momentum and keep moving toward your goals with around-the-clock customer support.

## NEED EXTRA SUPPORT?

We recognize that planning and engaging in the implementation of any new solution or technology takes time, energy, and resources. As you complete the Readiness Worksheets, you may find you aren't quite ready—or need additional support or services to meet the needs and requirements of the implementation process.

The Spok Consulting Services team is available to supplement any or all aspects of your readiness needs. We're here to help you succeed. If you'd like to explore this option, please **reach out to your sales representative** to learn more.



## ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, Virginia, is proud to be the global leader in healthcare communications. We deliver clinical information to care teams when and where it matters most to improve patient outcomes. Top hospitals rely on the Spok Care Connect® platform to enhance workflows for clinicians, support administrative compliance, and provide a better experience for patients. Our customers send over 100 million messages each month through their Spok® solutions. When seconds count, count on Spok.

[spok.com](http://spok.com)

