



OPPORTUNITY

Automate and accelerate escalation, reorienting patient safety away from last-ditch intervention in the face of Code Blue critical conditions.

INNOVATION

EMC's new system reorients the Medical Emergency Team toward patient safety through prevention of critical conditions with the automatic Early Warning Score.

SOLUTION

The Smart Early Warning Score is built from continuously monitoring of life signs in the hospital patient and reporting a composite number automatically and digitally.

IMPACT

Medical Emergency Teams now have immediate, automatic notification of patients sliding toward Code Blue, before critical states are reached, and can react immediately.

Smart EWS MET Alerts: Elevating Patient Safety with Real-Time Digital Escalation Before Code Blue

Depending typically on manual reporting, hospital escalation can vary widely, with overburdened staff and uneven, delayed transmission of information to the Medical Emergency Team (MET), especially during busy periods. The most severe patient deterioration, Code Blue, features difficult-to-reverse and usually life-threatening events. Medical devices connected to track patients alone do not prompt further action. Thus, intervention often occurs too late, shifting focus from prevention to resuscitation. EMC Healthcare's **Smart Early Warning Score (EWS)** initiative starts upstream, escalating early warning signs quickly and consistently to the right clinical team, with earlier assessment and intervention before a patient reaches a critical state.

Automatic Digital Reporting of Patient Condition That Combines EMR with Live Vital Signs

Implemented with **InterSystems IntelliCare™**, the Smart EWS MET Alert is a groundbreaking digital solution that automatically escalates alerts when a patient's EWS reaches five or higher. It seamlessly retrieves data directly from electronic medical records (EMR), eliminating manual reporting. This ensures that the MET gets complete patient information, including respiratory rate oxygen, within one minute of vital signs recording. By integrating medical devices with tracking systems and secure messaging, the innovation guarantees prompt assessment and intervention. The system transforms the MET from reactive mode, often late in a patient's decline, to proactive mode. Ultimately, this digital integration fosters a more responsive hospital environment.

“This is an initiative that we designed to improve how early signs of patient deterioration are escalated to the medical emergency team at the right time. The goal of this MET alert is to detect early, to respond early, and to prevent the patients from declining into a critical condition.”

EMC Healthcare Team

Dangerous Conditions Immediately and Visibly Reported, Immediately Actionable

Smart EWS MET Alert has dramatically transformed patient outcomes with a reduction in Code Blue events, with none observed in the initial post-implementation months. By intervening before patients enter critical condition, the system ensures that the MET acts as a powerful prevention unit rather than just a resuscitation team, improving patient survival and hospital safety. Alert automation has also significantly reduced the nurses' manual workload, freeing valuable hours and attention for direct patient care. The system enhances alert accuracy and consistency, ensuring that the right information reaches the right people instantly. This not only saves lives—it reduces financial burdens arising from critical events, enhancing EMC's operations.

Key Sources of Smart EWS MET Alert's Success

- **Real-Time Lock Screen Notifications** deliver immediate alerts directly to clinicians' phone lock screens. This ensures critical warnings are seen the moment they are generated. Prompt visibility allows for faster mobilization of the response team.
- **Home Screen Pop-Up Alerts** provide prominent notifications for maximum visibility. These alerts are designed to be highly visible, reducing the risk that critical patient deterioration is missed. This guarantees that no critical patient deterioration goes unnoticed.
- **Direct MET Group Access** connects responders instantly through a dedicated alert group. This streamlines communication by linking all necessary team members at once. Quick connection facilitates immediate coordination and rapid intervention.
- **Automated Patient Data Delivery** sends complete information within one minute of recording. This data includes vital signs, scores, location, diagnosis, and physician details. Eliminating manual data entry saves time and reduces the risk of errors.

About the Winner: EMC Healthcare

EMC Healthcare operates eight vibrant hospitals across Indonesia, leading the charge in digital transformation. The company is renowned for integrating innovative medical devices with advanced tracking systems. This dedication to innovation ensures enhanced patient care and faster response times throughout their healthcare network.

About the InterSystems Impact Awards, Selected by an MIT Panel

Each year select client organizations are recognized at the InterSystems READY conference for projects driving positive change. Nominations are evaluated by independent judges from MIT on three criteria:

- **Makes a meaningful difference**
- **Breaks new ground**
- **Sets an example**

To learn more about the InterSystems Impact Awards visit

<https://www.intersystems.com/intersystems-impact-awards-2026/>

