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CASE STUDY: ARIZONA EMERGENCY MEDICINE RESEARCH  
CENTER

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*“Convo has transformed how we communicate and educate the future leading Emergency Physicians in a way that expands their learning network in a user-friendly platform.”*

~ Jarrod Mossier, MD.

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**EMERGENCY  
MEDICINE**  
COLLEGE OF MEDICINE

The Arizona Emergency Medicine Research Center (AEMRC) is a collaborative statewide Center of Excellence dedicated to improving the health-care outcomes of patients with acute illness and injuries, in both pre-hospital settings and within the hospital.

It was founded in 1990 by Dr. Harvey Meislin, whose vision included the need to dramatically improve emergency systems and the care of patients with emergent problems in the emergency department or in the field.

Today, the center is a **national leader in emergency medicine research and training**, including the application of new resuscitation techniques and event preparedness training.

## PROBLEMS THEY WERE TRYING TO SOLVE

The team at AEMRC is focused on building the next generation of path breaking emergency care practitioners who will help further revolutionize emergency medicine. Given the size of the residency and fellowship programs it was often challenging for leading doctors to teach medical breakthroughs and critical care guidelines as patients were being treated.

**Jarrod Mosier** (Director, EM/Critical Care & Assistant Professor Emergency Medicine & Internal Medicine) & **Albert B. Fiorello** (Residency Director, Associate Professor) wanted to find an internal network to discuss clinical cases and facilitate discussions for the residents, fellows and faculty – delivering content to the residents in a way they are used to consuming information.

The residency is quite large and they are spread over so many arenas that the residents may get limited access to any particular faculty's expertise as we are in the ED, clinic, ICU, etc. said Jarrod. An internal platform gives the residents more exposure to faculty and in turn, gives them more opportunity to provide clinical education to the residents – sharing as live cases unfold.

## WHY CONVO

Jarrod evaluated a few internal 'social networks' but realized that Convo is the only communication platform that gave them exactly what they needed. It looks and behaves just like popular social networks (so its super easy for students to onboard) but provides intuitive features like image sharing, mark-up, in-context commenting – facilitating open communication and to the point discussions. And most importantly it is secure and HIPPA compliant.

*“As a unique patient case comes in the ER, we take a quick picture of the x-ray from our phone (without patient details), highlight a specific section on the image showing an organ where the problem maybe and ask our residents to share their thoughts and opinions. It gives them a platform to discuss cases, get to solutions and have way more access to us i.e. the doctors than they usually would. And, it gives us the opportunity to be better teachers – irrespective of where we are”*

– Dr. Jarrod Mosier

*“I love that the residents are connected to us and learning 24/7 – whether we are in the hospital or at home. I often summarize my cases from the day at night on Convo and am blown away at the engagement from the residents. I think it is all because Convo makes it so easy for everyone to communicate in a safe, secure environment”*

– Dr. Albert B. Fiorello

## NEXT STEPS:

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Email [sales@convo.com](mailto:sales@convo.com) to request a demo. Ask us how Convo can help your company get work done faster, with better results.