

Regional hospital gains increased efficiency and improved communication with Spectralink PIVOT solution

Introduction

An Australian regional hospital was moving into brand new premises and required a communications solution that would keep staff members in contact with each other and ensure a high quality of patient care. The hospital chose a Spectralink solution using its PIVOT handheld, mobile smart devices.

Challenge

Staff at the hospital needed wireless phones that were robust enough for a hospital environment and that provided reliable connectivity regardless of where the user roamed throughout the facility.

As well as providing internal and external call functionality and voicemail, the devices needed to incorporate alarms and alerts such as patient call bells. They also needed to include task management functionality, such as when a bed needed to be cleaned or a wheelchair needed to be provided. The ideal solution would also offer a built-in camera to let healthcare professionals take pictures of patients' wounds to enable more detailed wound management.

Solution

The healthcare facility chose Spectralink PIVOT phones because they are ideal for a clinical environment. The solution, delivered by Wavelink, included 240 of the 8744 PIVOT models, which include built-in cameras that can be used as barcode scanners, along with 20 of the 8753 PIVOT models, which have dedicated barcode scanners.

Wavelink also provided a range of charging options including 72 of the new PIVOT 3x3 charging bundles, which can charge three handsets and three batteries simultaneously. Furthermore, the solution included SpectraCare+ maintenance for all 260 handsets to provide ongoing maintenance and support, including protection against liquid damage, replacement of faulty handsets, and more.

The PIVOT smartphones use an ergonomic, intuitive touch screen based on the Android platform. This makes them easy to use, while the robust design is strong enough to withstand the hospital environment.

The phones are integrated with the facility's WLAN for network connectivity, and with the hospital's Nurse Call system so they can receive alerts from patient call points. The system also alerts appropriate staff members when alarms are triggered such as patient 'codes', which require immediate attention. Additionally, staff can receive task management alarms to let them know that a wheelchair is required or a mess needs to be cleaned up, for example.

Each alarm has a different priority, showing up on the staff member's PIVOT phone accordingly, so that they can manage tasks based on their actual urgency. For example, a patient need is of a higher priority than a spill.

Staff also have a panic/duress button on their PIVOT devices that they can press for immediate attention from security or colleagues. The system locates and then tracks the device sending the duress and broadcasts the location to appropriate responders, keeping staff safe.

Integration between the Nurse Call solution and the PIVOT phones is provided via a third party messaging server. It offers management of broadcast groups for sending Nurse Call messages, duress alarms, and building management system alarms such as fire alarms. It provides connectivity between all the healthcare facility's systems and the PIVOT devices.

Any emergency alarm is sent straight to the PIVOT devices so staff can see where the alarm is coming from. This is important in a larger facility because it means the staff can understand the nature of the alarm rather than having to physically go to the fire panel, for example.

There are plans to integrate the phones with a mobile device management platform, enabling the hospital to centrally manage the PIVOT devices along with any other devices in the environment. This would include pushing new apps to the devices, imposing restrictions where necessary, enabling secure document management, and locking or wiping lost or stolen devices.

Benefits

By implementing the PIVOT solution provided by Wavelink, the regional hospital has achieved its goal of enabling seamless, reliable communication across the team regardless of their location throughout the facility.

Because team members get the information they need via their wireless PIVOT smartphones, they can spend more time face to face with patients, delivering a higher quality of care without sacrificing communication with the rest of the team. The devices also let staff members support each other more effectively by sharing alarms and tasks so everyone knows what's happening and what responses are needed.

Spectralink is represented by Wavelink in Australia and New Zealand. In 2016 Wavelink established a Health practice, which provides a level of specialisation to its partners by providing end customers with comprehensive solutions, not just hardware. The premise of the practice is to build solutions from use cases that improve patient care and drive operational efficiency, and this was what was delivered for the regional healthcare provider.

Wavelink keeps customers up to date regarding potential solutions that can improve the efficient running of healthcare facilities, proactively identifying technology and approaches that can help overcome operational challenges.