



Chatswood Private Hospital delivers streamlined patient experience with Wavelink and Spectralink PIVOT phones

Presmed Australia is one of the leading healthcare companies in Australia that operates surgical day hospitals. Recognised as the gold standard in the industry, Presmed operates centres of surgical excellence equipped with state-of-the-art equipment and instrumentation. It also delivers excellence in patient care, comfort and clinical outcomes, and has an expert and professional team of dedicated staff experienced in day hospital nursing, administration and management.

Chatswood Private Hospital is part of Presmed Australia, and is the largest eye, ear, nose, throat and face specialist day surgery in Australia. It's the only one of its kind in Sydney, making it the destination of choice for Sydney-based patients.

“ We needed a communication solution with perfect reception and voice quality across our expanded state-of-the-art clinic. ”

- Roger Cronin, Chief Operating Officer at Presmed

Industry
Healthcare

Overview

With the expansion of its Chatswood Private Hospital, Presmed required a wireless Wi-Fi solution that provided uninterrupted voice communication and applications to improve response to patient care.

Solution

- Spectralink PIVOT 8742 Smartphones
- Integrated with Fortinet Wireless LAN
- Supporting Voice, Nursecall and Alarm Messaging applications.

The Benefits to Patients and Staff
Significant improvement in patient care and satisfaction, with clinicians and nursing staff responding to patient requests, accessing data and communicating with colleagues, without leaving the patient's bedside.



“ To maintain the pre-eminent patient care we are known for, our team need to be in constant communication – the Spectralink solution offered that. ”

- Roger Cronin,
Chief Operating Officer



In January 2016, Chatswood moved from its original two-theatre location to a new custom-built, state-of-the-art facility that was much larger and spread across two levels. This created communication challenges for the team, so Chatswood management, with the backing of Presmed, decided to equip key staff with wireless handheld smartphones that used a Wi-Fi network.

The challenge

In its original location, the environment was small enough that team members could find each other easily and exchange information face-to-face. This was important during patient handovers at each point in the patient journey, including checking in, getting anaesthetised, the surgery itself, recovery and, finally, discharge.

However, after moving to the new premises, it became time consuming and inefficient for team members to seek each other out for face-to-face discussions.

Roger Cronin, Chief Operating Officer, Presmed Australia, said, “Often team members have a simple question about the next patient, or need to communicate a simple piece of information. It could take longer to find their colleague and get back to the patient than it could to have the actual conversation. Clearly this was not an effective use of time. So the hospital decided it was important to implement wireless handheld smartphones to keep the team in easy contact.”

The mobility solution needed to be robust and reliable enough for a healthcare environment, as well as small enough to slip into a pocket.

The solution

Presmed chose Spectralink PIVOT smartphones along with Local Alarm Solutions (LAS) messaging interface to enable delivery of messages to the PIVOT handsets. Spectralink reseller Quorum Systems delivered this ideal combined solution for a clinical environment. The phones run on a Fortinet wireless LAN on a dedicated 5 GHz band. There are no other systems running on the same band, which preserves bandwidth and ensures voice-quality connections every time.



The smartphone solution, integrated with our Nursecall system reduced response times and improved staff efficiency.



- Roger Cronin, Chief Operating Officer

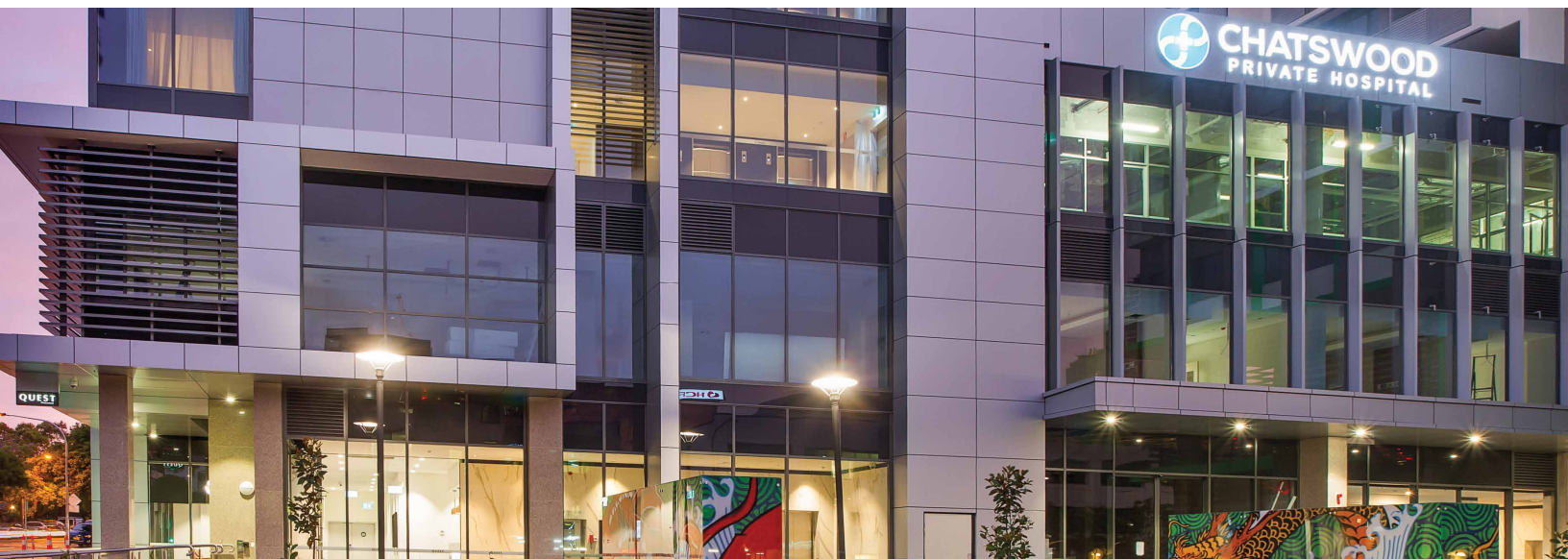
The PIVOT handsets use an ergonomic, intuitive touch screen based on the Android platform. This makes them easy to use, while the robust design is strong enough to withstand the hospital workspace, including harsh cleaning chemicals required to maintain a sterile environment. Plus, with user-replaceable batteries, the PIVOT smartphones will never run out of power during a shift.

Furthermore, the hospital has integrated its fire alarm panel onto the phones. This means that any emergency alarm is sent straight to the phones, so staff can see where the alarm is coming from. This is important in a larger facility as it enables staff to understand the nature of the alarm rather than having to physically go to the fire panel. Plus, Spectralink PIVOT smartphones offer an open platform for easy integration with work-based applications. Maximizing on this, Chatswood is planning to integrate with the hospital's Nursecall system at a later date.

Benefits

Presmed's key goal was to ensure strong communication across the team regardless of their location in the hospital. The Spectralink PIVOT smartphones have delivered information immediately to team members, minimizing the need to leave their patient, leading to better patient care overall.

Roger Cronin said, "There was initially some resistance to using the phones because staff wear theatre scrubs without deep pockets. We solved that issue by attaching clips to the phones, which makes it easier to carry them around. It was also important to provide education and training to help the staff understand how to use the phones to make their jobs easier."





The Spectralink phones provided by Quorum have delivered increased efficiency and productivity. There would be a lot of time wasted if we didn't have them or couldn't rely on them.



- Roger Cronin, Chief Operating Officer

The Spectralink mobility solution has also streamlined aspects of patient service. Waiting times have reduced since team members stay in constant contact with each other, enabling them to know exactly when to move a patient to the next stage of their journey. Consequently, patients can wait longer in the lounge with their family members before being moved into pre-operative areas.

Roger Cronin said, "Our experience with Spectralink was second to none. We are a relatively small facility with a small group of users, but the service we received was no different than if we'd ordered 600 phones. We're very happy customers."

Spectralink, with certified integration with applications partners, enables healthcare communications – delivering faster response times to patient needs, to maximize patient care and satisfaction.

To learn more visit www.spectralink.com



About Spectralink

Spectralink transforms healthcare communications by providing mobile solutions for hospitals worldwide. Our robust wireless communication devices integrate seamlessly with leading healthcare applications and innovation partners – providing superior voice quality and secure, compliant data access. Spectralink empowers clinicians to improve patient outcomes, enhance clinical quality and safety, and optimize costs.

For more information, visit spectralink.com or call +1 303.441.7500 (North America), +45 7560 2850 (EMEA) and our representative in Australia, Wavelink +61 1 300 147 0000.