



Industry

Healthcare

Daily Use

- Deployed wireless telephones for mobile communications

Solution

- Spectralink 6000 Wireless Telephone System

Results and Benefits

- Text messaging support integrated to the hospital's Jeron nurse call system and critical information
- Scalability to cover the hospital's 555,000 square foot facility and more than 400 wireless telephone users
- Increased family-to-patient communications
- Improved patient comfort during in-hospital stays

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Vice President, Corporate Services
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Spectralink Wireless Telephones Help Improve Patient Care at Anne Arundel Medical Center

Hospitals are constantly seeking to improve the care and attention they give their patients. One of the most effective ways to improve care is by enhancing the communication between patients and their caregivers. However, doctors and nurses are not always able to be as close at hand as they would like to be. They have to care for multiple patients, run samples to the lab, collect records, check other patients and accomplish a hundred other daily tasks. Thankfully, the hospital patients at Anne Arundel Medical Center in Annapolis, MD, are kept in closer contact with their medical care providers by the use of wireless technology.

Anne Arundel Medical Center has installed a Spectralink 6000 Wireless Telephone System throughout four of its buildings and connecting tunnels that allows its nurses and doctors to communicate over portable, full-functioning wireless telephones anywhere in the 555,000 square foot campus. Now nurses can reach doctors directly on wireless telephones thereby drastically cutting doctor-nurse response time and giving patients the high level of care and attention they expect.

Connecting Patients and Nurses

One of the most exciting aspects of the Spectralink 6000 solution is its integration with the hospital's Jeron nurse call system. The typical nurse call system pages the nurses' station on the floor, then whichever nurse is nearby can answer the request. The implementation of the Spectralink 6000 solution with text messaging helps ensure a much more personalized and efficient process. The Spectralink handsets are assigned to specific rooms at the beginning of each shift. Then, when the patient hits their nurse call button, the call can bypass the nurses' desk and be sent directly to the appropriate nurse's wireless telephone. Then the nurse can simply answer the call wherever he or she may be in the hospital and speak directly to the patient through the monitor and receiver built into the patient's bed.

"Previously, we couldn't tell the difference between a patient who needed ice chips and one who needed pain medicine and was trying to get out of bed," says Amy Chi, director of nursing for Anne Arundel Medical Center. "Now we can ensure that the patients who need our help most urgently receive care as quickly as possible."

Why Spectralink for Anne Arundel Medical Center?

Spectralink's ability to connect their Spectralink 6000 system with the Jeron nurse call system was an important piece of medical center's decision to install the Spectralink system. "The ability to integrate with the Jeron system was certainly a deciding factor," explained Carolyn Core, vice president of corporate services for Anne Arundel Medical Center. "We knew when we began searching for a wireless solution that nurse call integration was a vital issue. We looked at several options and we felt that only Spectralink had the ability to fully handle both our technical needs and the size of our facility."

"Nurses, physicians, social workers, lab technicians, the IV team, engineering and housekeeping use the wireless telephones. Everybody uses them and everybody likes them. The constant contact with each other that the device provides has made everyone's job easier."

— Carolyn Core, Vice President, Corporate Services, Anne Arundel Medical Center

In addition, the Spectralink system's integration into the hospital's system encompasses other important resource management issues. For example, nurses may be alerted on their wireless telephones if an IV alarm is triggered or patients' beds may be equipped with alerts that immediately notify the nurse if a patient has fallen or gotten out of bed. This immediate flow of information frees the nurses from worry and constant checking on patients with critical issues, maximizes efficiency and betters the quality of care of the patients.

Keeping it Simple

Before installing the Spectralink 6000 system, hospital staff relied primarily on overhead loudspeakers and pagers to communicate. This type of inefficient means of communication can waste precious time, as nurses often need to speak with physicians to discuss orders and verify courses of treatment. The Spectralink system also makes life easier for the families of patients.

"When family members tried to speak with us before, it could be very difficult," says Amy Chi. "They would call into the unit secretary and she would try to locate us. If we weren't right there, she could try our pager or page us with the overhead system, but usually she would just take a message and we would have to get back to them. Now, the calls can be sent directly to us on our wireless telephones. It makes working with the patient's family much easier."

Nurses are not the only staff members at Anne Arundel who benefit from the Spectralink system. More than 400 employees are using the wireless telephones, as well.

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Better Communication Equals Better Care

Wireless telephones have had a direct impact on the level of service that Anne Arundel's medical staff gives their patients and therefore improving care for both patients and their families. By integrating the Spectralink 6000 system with Jeron's nurse call system, Anne Arundel Medical Center has found a way to guarantee that their patients are able to stay in contact with their caregivers at all times. In addition, the updated system now empowers nurses and doctors to have real-time patient information and remain in constant contact. Furthermore, wireless telephones have had a direct impact on the level of service that Anne Arundel's medical staff provides their patients.

To find out how Spectralink can help your organization, visit us at spectralink.com or speak with a Spectralink Account Representative.

About Spectralink

Spectralink, a global leader in wireless solutions, solves the everyday problems of mobile workers through technology, innovation and integration that enable them to do their jobs better. By constantly listening to how customers move through their workdays, Spectralink is able to develop reliable, enterprise-grade voice and data solutions and deliver them through a powerful, durable device.



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