

[CASE STORY]

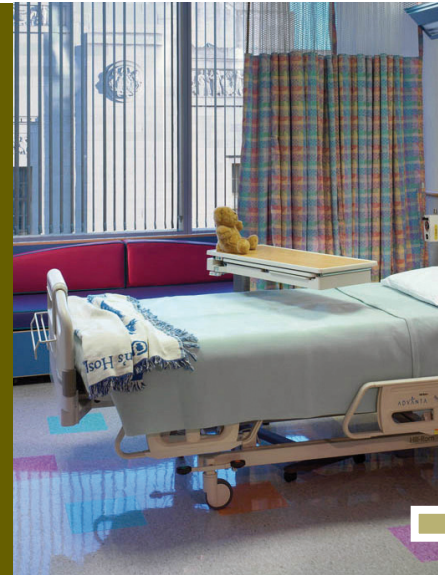
Location:	United States
Customer:	Children's Hospital of Philadelphia (CHOP)
Area:	Hospital

IMPROVING EFFICIENCY AND CARE WITH WIRELESS COMMUNICATION

LOCATION: PHILADELPHIA

BEDS: 470

ASCOM SOLUTION: A DEPENDABLE ASCOM IP-DECT MISSION-CRITICAL COMMUNICATION SYSTEM DELIVERING OVER 50,000 MESSAGES TO MOBILE CLINICIANS EACH DAY



Dr. Bryan Wolf, SVP and CIO, Children's Hospital of Philadelphia, CHOP.

"We needed a mission-critical communication system".

The Children's Hospital of Philadelphia (CHOP) is one of the world's largest and most prominent children's hospitals. As the first children's hospital in the U.S., CHOP has a historical reputation for innovation and excellence. It's commitment to use technology and processes to respond to family needs effectively led it to select Ascom for the hospital's voice and messaging solution.

The hospital yearly admits more than 15,000 children and cares for more than 600,000 in their emergency and outpatient departments. Its strategy aims to provide the best and highest quality of care by enforcing a blend of patient care, education and research within one organization.

As with any hospital, efficiency can often be dramatically improved through better utilization and coordination of staff, patients and medical equipment. For a children's hospital, the coordination and information flow with family members is equally as important as the need to main-

tain a high level of privacy. Clearly defined communication regimes and processes are critical.

The Challenge

The hospital's earlier communication system was at the time welcomed as a vital tool for thousands of clinicians. However, it soon became apparent that the system failed to provide critical information in a timely manner.

The old system had outages numerous times, causing stress and anxiety within the user group. The hospital regularly had ►

[CASE STORY – CHILDREN’S HOSPITAL OF PHILADELPHIA]

to shift its workflow into “crisis mode” which was highly stressful and disruptive to all users, patients, relatives and management involved.

Meeting tough requirements

To identify a better solution, the hospital’s management team formed the Mobile Communications Committee led by Dr. Bryan Wolf, SVP and CIO.

“We had a very strong list of requirements for the new system,” explains Dr. Wolf.

“Ascom provided a system with bullet-proof coverage and interference-free communication.”

Mark A. Stauff, Telecom Manager, Information Services at CHOP

“It needed to have less points of failure than the current system. Therefore, it needed to be an in-house system that was completely in our control, be bulletproof and reduce our down time. We needed a mission-critical communication system.”

The Ascom solution

In August 2010 a fully functional Ascom IP-DECT system with Ascom d62 handsets was rolled out to all caregivers in the Pediatric Intensive Care Unit and the Gastroenterology, Hematology & Nutrition Inpatient Unit. There are now over 3,500 staff members utilizing more than 2,000 Ascom d62 handsets throughout the hospital. Coverage is rock solid over the entire hospital area, including stairways, elevators and storage areas.

“Lower radio frequency, better penetration, traffic isolation and zero to minimal interference were some of my top criteria when evaluating the Ascom IP-DECT archi-

tecture compared to other systems,” says Patrick McDevitt, Senior Systems Architect for CHOP. “Once I was able to demonstrate the superior stability of the Ascom IP-DECT system due to its dedicated, interference-free radio, higher and more reliable user density and its voice and message capacity, then the joint decision was easily made”.

Mark A. Stauff, Telecommunications Manager, Information Services agrees: “Ascom provided a system with bullet-proof coverage and interference-free com-

munication compared to other existing technologies available in the market.

Because discretion is key

Leanne Cimato, RN, BSN Clinical Manager, PICU, says that her staff is excited about the new Ascom system. “It is extremely easy to use. It is important that our staff is able to perform at a very discrete level even in the busiest of environments since we are surrounded by newborn babies, sleeping children and concerned parents. We want the ability to control surrounding noise and do not want any loud ringtones going off. The Ascom system centrally manages ring signals, vibrator or any other profile settings of the handset so we can make sure that we reduce the disturbance to a minimum.”

Quicker response times

The phones are also connected to the nurse-call system. This connection allows the nurses to get notifications of alarms even

while they are down the hall or in another room. The phones are also being used by all of the clinicians throughout the hospital to initiate a code call, simply by pressing the button on top of the Ascom phone.

Integrating the future

CHOP is convinced that it made the right decision by implementing the Ascom IP-DECT system with Ascom d62 handsets. In fact, the hospital is already planning other integrations to further enhance workflow improvements. Examples include enhancing the messaging function with solid integration to patient monitoring and patient assignments, and improving the messaging communication to off-site staff travelling and working among CHOP’s many locations. The hospital also plans to install the Ascom Unite messaging client on some staff member’s iPhones and Android devices to keep them connected and informed of alerts and messages. ■

ABOUT ASCOM

Ascom Wireless Solutions is a leading provider of on-site wireless communications.

For more information about what We can do for you and your healthcare facility, please contact us.