



Simplifying complexity

The Ascom Healthcare Platform at work at Singapore's Sengkang Hospitals



How Ascom solutions are enabling smooth, efficient communications and workflows at 1,200-bed state-of-the art Sengkang Hospitals.

It's one of the latest developments in Singapore's already impressive catalogue of healthcare achievements: A healthcare campus featuring the 800-bed Sengkang General Hospital and the neighboring 400-bed Sengkang Community Hospital for rehabilitative care

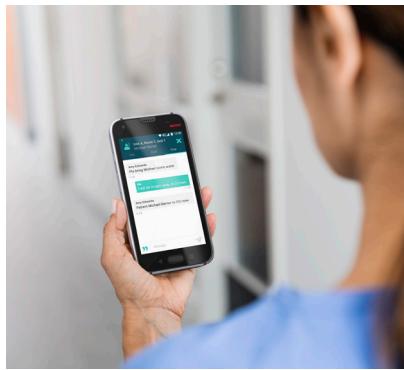
"We are pleased to be working with the Ascom Telligence nurse call system... its integration with various enterprise applications is helping us achieve greater workflow coordination and staff productivity."

Lee Puay Chuan
Deputy Director Strategic Projects,
Sengkang General Hospital

Officially opened in March 2019, the two hospitals are designed to meet the complex care needs of the city-state's ageing population. As such, a key goal of the initiative is to simplify communications across care providers particularly in the age of team-based care.

Moving beyond nurse call

A major challenge facing the hospitals' designers was the sheer number of individual components needed for true patient-centric communications. Different systems for patient alerts, nurse call, workflow stations, Electronic Medical Records (EMR) integration, and so on would pose serious technical, interoperability, and administrative problems. As for ongoing support and maintenance, multiple vendors and systems means multiple contracts—hardly a foundation for simplicity.



Through Ascom's partnership, the Sengkang facilities were able to select various interoperable elements from the Ascom Healthcare Platform—software, services, hardware, handsets—and integrate them into cohesive solutions. For instance, both hospitals are equipped with Ascom Telligence, a solution that goes beyond traditional nurse call systems. Conventional nurse call systems are reactive and time-consuming. A patient triggers a buzzer or light that summons a member of staff, who then walks to the patient to see what he or she requires. It's a slow, clumsy method that can contribute to staff frustration, patient dissatisfaction, and inefficient workflows.

Ascom Telligence, in contrast, is a 'Patient Response System' that can send alerts and requests directly to individual nurses' handsets and/or nursing stations. Nurses and nursing aides can speak to patients before walking to them and can receive specific requests—for water, pain medication, an extra blanket, etc.—directly to their handsets. For Lee Puay Chuan, Deputy Director Strategic Projects at Sengkang General Hospital, having such seamless information flows is helping the hospital achieve "greater workflow coordination and staff productivity, particularly in these current times of manpower constraints."

Moreover, the interoperability of Ascom Telligence with other systems—both native and third-party—is for Adam Jaffe, head of Ascom marketing in Asia, "a great illustration of the Ascom Healthcare Platform in action." The Sengkang hospitals," he continues, "have Ascom Telligence and Ascom Myco smartphones working together to provide wireless nurse call functionality. Ascom Telligence workflow stations are also deployed to streamline tasks such as patient rounding, admissions and discharging, housekeeping and, bed scheduling."

Proven third-party interoperability

One key reason why Sengkang Health selected Ascom was the company's track record in devising solutions with proven interoperability with third-party devices and systems. Various elements from the Ascom Unite Messaging Suite have for example been combined to produce a coordinated message handling platform. The result is a single view and assignment engine for a multitude of bedside alerts and enterprise systems such as EMR and the Building Management System.



Jaffe, however, is keen to stress that many of the most important components from the Ascom Healthcare Platform were intangible. "We provided a full range of consulting, installation, training, project and support services... and of course we continue to provide ongoing maintenance services. After all, it is only by working and cooperating closely with customers that makes it possible for us to devise the best-possible solutions. The success of the Sengkang Hospitals project testifies to that."

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