



Critical alerts: How Ascom meets the vital needs of the Paoli-Calmettes Institute



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(Anesthesia/Intensive Care Department).

The Paoli-Calmettes Institute Center for the Fight Against Cancer, entrusts Ascom with the management of critical information and critical alerts.

The Paoli-Calmettes Institute (IPC) is one of the Centers for the Fight Against Cancer. Located in Marseille, this private health facility with a public service mission in oncology, is one of the founding members of the PACA Canceropôle (Provence, Alpes, Côte d'Azur). It is engaged in four main missions: cancer research, cancer prevention and screening, oncology education and especially the care of patients through all of their pathways (surgery, radiotherapy, chemotherapy). On this last point, the medical hospital dedicated to treatment and follow-up has 53 beds, and the surgical hospital has 15 single rooms and five individual treatment places.

In its Intensive Care Unit (ICU), the Institute uses new technologies to improve patient care and safety.

New technologies serving vital information monitoring

"Our priority is to ensure the safety of our patients. It's a matter of life and death," says Dr Antoine Sannini, Anesthesiologist-Intensivist, Head of the Intensive Care/Continuous Care Unit (Anesthesia/Intensive Care Department). In 2017, the Institute issued a call for tenders to improve patient care through intelligent information and alarm management with respect to ICU monitoring.

"We wanted," says Sannini, "to integrate the alerts on the medical equipment in each room of the ICU. This data is crucial, as it involves patients' vital parameters. In this area, we have chosen Ascom as a partner because of their long experience in the health-care sector."

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Close collaboration between clinicians and the technology provider

"The implementation of the Ascom device has required a lot of computer work," adds Sannini. "The digital patient files, which vary with the Institute's departments, are very precise and complete – especially in the ICU, which integrates a mass of critical information." In 2018, an Ascom team headed by Olivier Camuset came directly to the Institute to install a device consisting of the Digistat application platform associated with Ascom Myco 2 professional smartphones.

Digistat is a software suite for interfacing with medical devices and providing intelligent patient data management to improve the healthcare staff's workflow. The device was tested in a patient-free room before being gradually rolled out in all rooms. The Ascom team worked closely with staff to help ensure full adoption of the new solution. "Technology must add value to our work; must help us care for patients. But it takes time for everyone to master it. Ascom's experience in the sector has allowed us to communicate more easily and to quickly adopt the device." The Ascom team remains very much present at the Institute to ensure follow-up in case of difficulties.

"Another important element," says Sannini, "is that Ascom's device fits into our existing work environment, regardless of the brands of the medical equipment found in the rooms. That was another element that weighed in our decision, since we wanted a central platform that would enable traceability of all the data and prove user-friendly for everyone."

Better staff working conditions means better patient care

To protect patients with severely compromised immune systems, the rooms are sealed and pressurized; nothing can be heard from outside. Alerts are triggered by fluctuations in four key areas: monitoring, ventilation, infusion pumps and dialysis. The data flows are fed back to the software platform and to the different Ascom mobile devices carried by staff. The objective is to ensure optimal patient monitoring and increased staff responsiveness in the event of an alert. *Says Sannini: "Having reliable alarm notification software in a device is necessary because when patients wake up they tend to exhale, which can disconnect their ventilation."*

The Ascom device has also helped improve everyday working conditions at the Institute. Each nurse has charge of two or three patients. The Ascom solution intelligently manages the alerts' data by sending it directly to the nurse involved, with priority management indicated by red, orange or blue color codes. *As Sannini explains, "The data reporting on monitors or mobile devices is convenient and informs us in real time of alterations in the status of patients or medical equipment, e.g., anticipating the end of a pump's infusion cycle."*

The Paoli-Calmettes Institute has an average of 11 000 alerts per month. *"At a time when working conditions in healthcare facilities are subject to criticism, this controlled investment in new technologies lets us improve the comfort of our staff by reducing the fatigue related to the large number of alerts and the sound they produce. The use of new technologies should enable us to focus on our work of providing the best possible care and assistance to our patients," concludes Dr Sannini.*

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