

Case Study – Metropolitan Hospital

Overview

Our client is one of Australia's leading teaching hospitals and medical research centres, with more than 840 beds and treats 65,000 inpatients and 130,000 outpatients a year across three standalone and remote sites. Recently the hospital underwent a major building and facilities upgrade and they looked to NEC to provide additional applications and value to support their business.

The hospital had a large NEC PBX network setup across a number of remote campuses and were using paper directories to track their staff contact numbers and movements. This current method of tracking people and trying to stay in contact was not sufficient for the urgent nature of the hospital environment.

Requirement

The hospital had five key requirements for their new switchboard console:

- Provide a centralized electronic directory with a single point of entry;
- Streamline standard operating procedures between the three standalone remote sites;
- Improve response times for emergencies;
- Integrate with existing radio paging messaging system; and
- Able to handle a mission-critical emergency environment with a level of fault tolerance and redundancy.

Solution

A hospital by definition is a complicated, mission critical workplace. The Integrated Attendant Console (IAC) was introduced including directory integration to a new call accounting system directory. A redundant IAC Database Server was installed at a secondary site within the hospital.

Results

A review six months after installation showed that results exceeded all expectations. The hospital quickly experienced improved operator performance and the IAC consoles worked well in the networked PBX environment of the hospital.

The customer soon identified the need for the staff directory to be shared throughout the three standalone hospital locations via their intranet. IAC WebView was installed and this solution has allowed all staff to view the directory in the same format as the IAC switchboard operators. It also provides staff with the same powerful searching facilities.

IAC WebView is licensed for 500 users and included some customizations performed by CTI for the hospital. For example, mobile/cell phone numbers for some specialist surgeons are flagged to only display on the IAC operators screen and not in the IAC WebView screen used by the nursing staff.

The CTI solution has allowed the hospital to implement a cost effective and easy to manage telephony solution that has resulted in measurable improvements in call handling and performance as evidenced by the IAC Statistics reports.