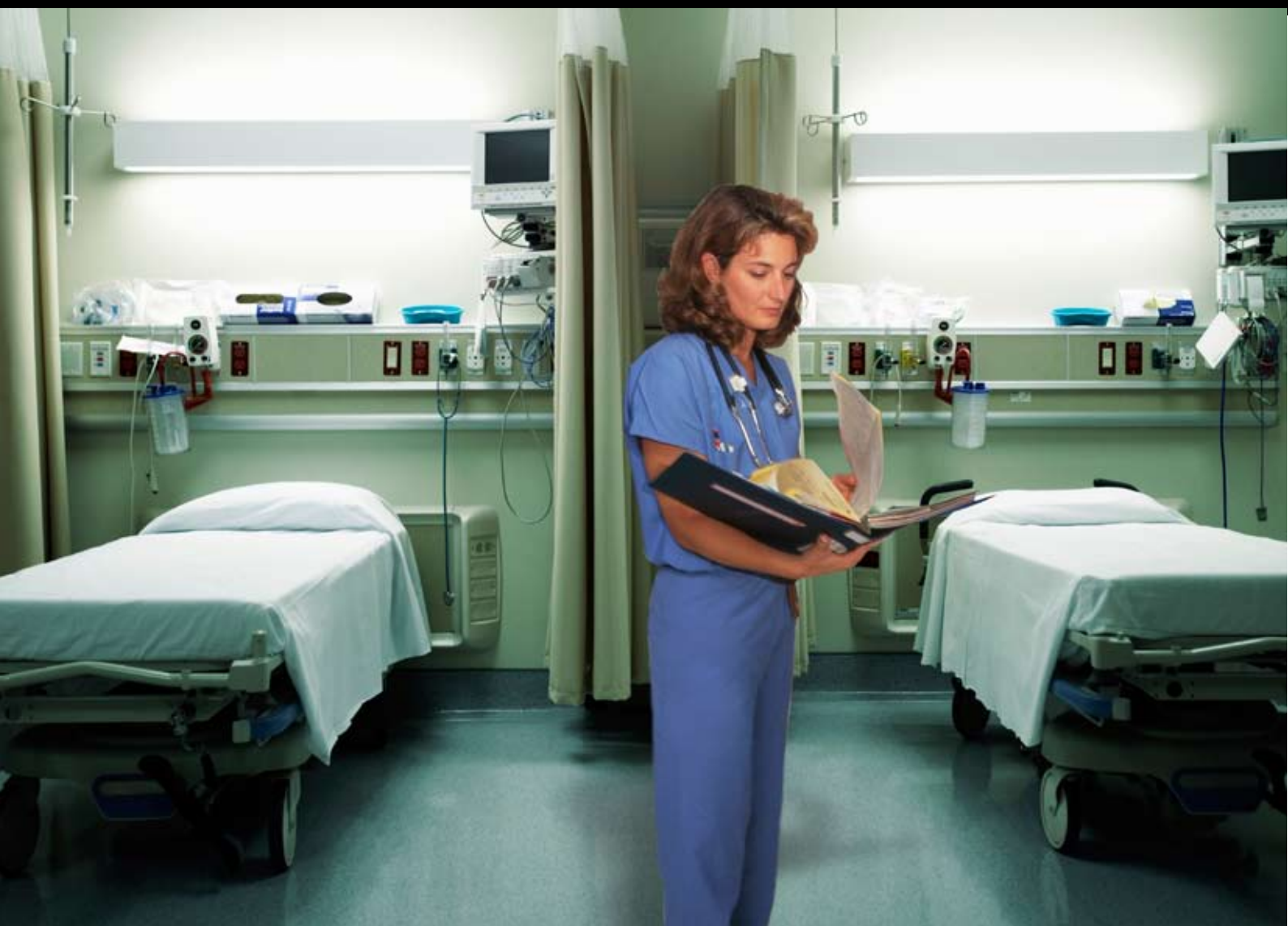




IBM[®] MOBILITY SOLUTIONS

IBM GIVES THE MELBOURNE ROYAL CHILDREN'S HOSPITAL
A FULL TRANSFUSION OF INNOVATION.





The Royal Children's Hospital (RCH) was established in 1870 and has been located on its present site at Parkville in Melbourne, Australia since 1963. RCH is a major specialist paediatric hospital in Victoria and provides a full range of clinical services, tertiary care, health promotion and prevention programs for both children and adolescents.

Overview

The Key Challenges for RCH

It's no secret that clinicians are hard to track down. They increasingly rely on wireless technology to receive information and make decisions, big and small, about patient health. Often doctors and nurses cannot respond immediately to current communication tools, such as overhead paging, while they are attending to their patients. Similarly, it can take time to locate people to answer phones or pagers. RCH was no exception. Staff wanted to be able to reach the right people, and have the right information at the right time. They were unsure of how to go from a paper-based hospital to a state-of-the-art world-class, children's hospital.

The Solutions

After a visit to the CISCO research labs in the U.S, RCH came across IBM's Mobility Solutions and Vocera. The Vocera Solution for Healthcare from IBM enables instant wireless voice communication that users can control with naturally spoken commands. So, instead of responding to pagers or 'phone calls, a clinician can use the Vocera Communications Badge that operates with simple voice commands such as "Call Dr. Smith" or "Call pharmacy". The voice prompt instantly connects staff to the people they need, thereby reducing phone tag, overhead paging, or the need to physically search for a person. What's more, Vocera not only allows hospital staff to communicate instantaneously on campus, it also enables calls to and from traditional phone and mobile networks.

The Benefits

After Vocera was implemented RCH identified immediate benefits:

- Clinicians can be contacted while they attend to patients
- Patient information can be received at the bedside
- Increased staff satisfaction among those using Vocera
- Ease of equipment and record location



Feel like you are everywhere at once

Always on the move, healthcare professionals are increasingly relying on wireless technology to streamline information and make timely decisions about patient care. When the RCH looked at improving its communications structure in the hospital, it settled on IBM's Mobility Solutions technologies, including Vocera.

Enter wireless, hands-free communication

Vocera is a wireless voice communication system that's a key part of IBM's Mobility Solutions suite. It dramatically reduces response times among clinicians and other support staff, as well as management personnel. Vocera's wireless voice technology enables mobile staff members from RCH to communicate instantly, sending and receiving messages hands-free, via a lightweight, wearable communication badge.

“ I can't understand any hospital in Australia – 5 years down the track – not deploying devices or technology like Vocera. ”
– Ian Rodgers, Royal Children's Hospital.

A healthy partnership

The RCH approached IBM after seeing Vocera in action at a CISCO conference in the U.S. The hospital saw Vocera's obvious advantages for its busy clinical departments and decided to partner with IBM. The hospital wanted to address the problem of getting the right resources, and information, to the right people at the right time.

What's more, once Vocera went live at RCH, IBM made sure they had staff there to train and support the clinicians. IBM wanted to make this a successful partnership and, as such, was there for RCH at all stages of the process.



All gain, no pain

The implementation of Vocera in RCH not only saved time for staff, but also reduced the amount of distance covered by nurses during their shift work. What's more, hospital equipment and patient records became easier to access and locate – something that visibly improved staff morale.

“ I could probably purchase another 1000 [Vocera] pendants and it still wouldn't satisfy demand. Everyone wants one and it's not for the novelty factor, it's because they can see a tangible benefit from it ”
– Ian Rodgers, Royal Children's Hospital.

The solution that keeps growing

The implementation of Vocera was incredibly successful. Originally, RCH started out with 50 Vocera badges, this number has now increased to 100 and there are currently plans to roll out another 200 Vocera badges into the emergency department.

Conclusion

Thanks to IBM's Mobility Solutions and Vocera, RCH was able to go from a paper-based hospital to a state-of-the-art, digital healthcare facility. RCH clinicians now have easier access to the right people and information, at the right time, without leaving their patient's bedside and that's a great outcome for everyone.

To find out how IBM's Mobility Solutions can help your organisation, visit www.ibm.com/doing/au/mobility

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