



#### Industry

- Healthcare

#### Daily Use

- Deployed wireless purpose-built devices for improved mobile communications

#### Solution

- PIVOT™ by Spectralink
- Spectralink VQO (Voice Quality Optimization)

#### Results and Benefits

- Increased productivity of staff with improved communications and a reliable network
- Improved patient and employee satisfaction
- Reduced IT issues associated with voice quality and Wi-Fi connection

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—Darin Merriman  
Unified Communications Specialist at  
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## Spectralink Improves Communications and Patient Care at Cornwall Community Hospital

### The Company

Communication is critical to healthcare environments and at times, without the right solutions in place, the result can lead to a lack of understanding regarding the best course of action for a patient in need. In order to deal with the rising number of needs surrounding patient care such as porter requests, room updates and house-keeping needs, Cornwall Community Hospital turned to Spectralink to implement a communication solution that was built to withstand its rigorous hospital environment.

Cornwall Community Hospital, located in Cornwall, Ontario has installed Spectralink's purpose-built WorkSmart device, PIVOT™. Cornwall selected PIVOT due to Spectralink's longstanding commitment to provide the best voice quality offered to customers. The hospital recently added nearly 100,000 square feet to expand to 240,000 square feet and began researching options to implement smartphones that were able to withstand the long hours and provide the battery life needed to effectively support its staff. After exploring several available options, Cornwall chose Spectralink's PIVOT to address the mobile device durability and reliability needs of the organization.

### Connecting Patients and Nurses

Each PIVOT device delivers crystal clear voice quality thanks to Spectralink VQO (Voice Quality Optimization), an engineered system that ensures superior voice quality over in-building, enterprise Wi-Fi networks. Voice quality and the benefits of moving the organization's Hospital Information System (HIS) to a Wi-Fi based network, employees at Cornwall have been able to quickly receive and address requests either via phone or email. In return, they have been able to quickly turn around beds and significantly reduce wait time for patients. As a result, patient satisfaction has improved greatly in the short time since implementing PIVOT.

"In our 143-bed hospital, it is imperative that we are able to reduce patient wait time. With PIVOT, our staff is able to improve communication with access to real-time updates and the confidence that the Spectralink devices would not drop calls or lose network access." – Darin Merriman, Unified Communications Specialist at Cornwall Community Hospital

### PIVOT Improves Efficiencies and Employee Productivity

One of the main concerns that Cornwall had with previous implementations was the amount of time it took hospital staff to walk across the campus to receive patient status updates. With the new Spectralink PIVOT solution, employees are now able to confidently receive updates in real-time without navigating through the hospital to find the person that they are trying to reach.

“Over the past few months I have only heard positive feedback regarding the durability, reliability and ease of use our staff has experienced while using PIVOT.”

— Darin Merriman, Unified Communications Specialist at Cornwall Community Hospital

“Due to the hospital’s longstanding experience in working with Spectralink, we were certain that the voice quality and integrity of the network for device support would be the right choice for our needs,” said Darin Merriman, Unified Communications Specialist at Cornwall Community Hospital. “It was typical for nurses and porters to spend significant time traveling across the hospital for updates, but with PIVOT they are able to receive real-time updates to ensure the patients remain our number one focus.”

The reliance on voice calls has also dropped since PIVOT was installed as employees are able to send updates via secure text message and email. As a result, employee satisfaction has increased and the hospital’s staff is able to focus on the patients and not worry about whether or not an update was received.

### BYOD Without The Network

Cornwall Community Hospital has implemented a Bring Your Own Device (BYOD) program for staff, but due to the security risks and potential productivity issues that BYOD can raise in a hospital environment, employees are unable to access the hospital’s secure network from their personal device. With PIVOT, Cornwall helps ensure that the devices employees use to access personal patient information are restricted to secure, in-building devices to protect patient and corporate data as well as comply with industry regulations such as the Health Information Protection Act in Canada.

By restricting the access to the hospital network, it also helps the IT department monitor and keep track of the number of devices on the network to ensure that it never goes down due to too many users. Additionally, Cornwall provides a public Wi-Fi network separate from the secure network for visitors, patients and hospital staff to access the Internet during their stay or while on their break.

### Better Communication = Better Patient Care

By implementing Spectralink’s PIVOT device, Cornwall Community Hospital employees are able to work smarter and provide better care to patients with a facility that runs more efficiently. Additionally, another important factor to Cornwall was the device’s long battery life – employees working on 12-plus hour shifts are able to get through the entire day without any interruptions to recharge the device. What sets Spectralink’s device apart from others on the market is the fact that PIVOT combines the ease-of-use of a smartphone with the durability and reliability essential for in-building mobile workers.

“Over the past few months I have only heard positive feedback regarding the durability, reliability and ease of use our staff has experienced while using PIVOT,” Merriman said. “Due to the positive impact the device has made in such a short amount of time, we expect to expand our implementation and add additional devices in the future to bring the benefits of PIVOT to more users across our organization.

To find out how Spectralink can help your organization, visit us at [spectralink.com](http://spectralink.com) or speak with a Spectralink Account Representative.

### About Spectralink

Spectralink, a global leader in wireless solutions, solves the everyday problems of mobile workers through technology, innovation and integration that enable them to do their jobs better. By constantly listening to how customers move through their workdays, Spectralink is able to develop reliable, enterprise-grade voice and data solutions and deliver them through a powerful, durable device.



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