



#### Industry

Healthcare

#### Daily Use

- Direct connection to physicians, patients and families
- Immediate access to each other and to patients
- Time saved by reducing travel between nurse stations and patient rooms.

#### Solution

Spectralink wireless telephone solution

#### Results and Benefits

- Overhead paging almost completely eliminated
- Improved patient satisfaction
- Quick and efficient contact between patients and caregivers

## Creating a Healing Environment

For hospitals throughout the nation, wireless communications has become an increasingly integral tool for delivering timely, high-quality medical care to patients. Eliminating overhead paging systems has wide-ranging benefits for both patients and healthcare providers, chief among them is providing a more restful and healing atmosphere for patients. Physicians and nursing staff benefit from improved efficiency and a less stressful work environment, which in turn has the potential to reduce medical errors.

Dignity Health (formerly Catholic Healthcare West) is a healthcare system of more than 40 hospitals and medical centers across 17 states and premises-based mobile technology has long been an important component of the organization's IT strategy. In fact, Spectralink wireless solutions are installed at 23 facilities in California.

### "Unwiring" Arizona

In Arizona, Dignity Health's East Valley region consists of the 225-bed Chandler Regional Medical Center (CRMC), the 182-bed Mercy Gilbert Medical Center (MGMC) and three local urgent care facilities. Dignity Health administration began implementing wireless solutions in a neighboring region in 2003 at St. Joseph's Hospital and Medical Center in Phoenix but ran into obstacles that limited the effectiveness of the deployment.

"In planning for the opening of Mercy Gilbert Medical Center, we wanted a wireless telephone system that had a strong record of reliability and was cost effective. Spectralink was the best choice since it provides us with flexibility and has been very well received by all of our staff," says Laurie Eberst, president and CEO of Mercy Gilbert Medical Center.

Upon choosing the Spectralink solution, Dignity Health deployed more than 200 handsets with excellent results.

### A Healing Atmosphere

From the design through the building phase of MGMC, managing the level of noise in patient care areas was a high priority. For example, all patient hallways are carpeted, cleaning machines are equipped with a silencer and the only overhead paging system is used for emergencies. Spectralink wireless solutions emerged as the best solution to address two main hospital goals: efficiently improve internal communications while meeting the facility's requirements for reduced noise.

Today, nursing staff carry Spectralink wireless telephones that allow for direct connection with physicians, patients, and families. This means that staff members have immediate access to each other and to patients, allowing physicians to contact nurses directly for orders and the pharmacy to connect directly to nurses for almost instant answers to questions about patient medications. In addition, nurses no longer miss calls or waste time traveling between the nurse station and patient rooms.

Eberst explains the advantages of the Spectralink solution. "The Spectralink handsets are small and light and offer a variety of carrying options. They have also proven to be reliable and durable, and the liquid damage warranty has contributed to significant cost savings."

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— Laurie Eberst, President and CEO, Mercy Gilbert Medical Center

In addition, Dignity Health IT staff was impressed with the ability to simply "speak" the names of users or departments into the phones and be automatically connected, a capability that is available from all handsets on premise, including the wired handsets. With an SDC IntelliSpeech recognition system connected to the Dignity Health PBX, the speech recognition success rate is more than 95 percent. The administration of the speech system is included in the maintenance agreement and performed as a service by SDC. All that is required of Dignity Health IT personnel is to email a list of the user names and extensions to SDC which remotely accesses the Dignity Health speech server and loads professionally recorded names into the system on Dignity Health's behalf.

### Further Integration

At MGMC, the next step was to expand the integration of the Spectralink solution with the hospital's nurse call system. Emergency notifications now also go through the Spectralink wireless telephones, eliminating almost all of the overhead pages in the facility. In addition, caregivers have the ability to return patient calls through their bedside speakers, creating even greater efficiencies. Further down the road are plans to integrate Spectralink into patient monitoring devices, allowing the devices to send alarms directly to caregivers via the wireless phone system.

As a result of the successful Spectralink deployment at MGMC, Dignity Health's East Valley leadership is now installing the same solution it uses at MGMC at its CRMC facility.

### 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.

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



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