



Healthcare

Daily Use

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Solution

- Polycom® SpectraLink® 8000 Wireless Telephones

Results and Benefits

- Simplified management to support voice and data on one converged network
- Improved efficiency to minimize errors
- Integration with hospital databases, security systems, and alarms providing text message alerts to the handset
- Quick response times resulting in improved patient care

CHP Liège Successfully Deploys Wireless Handsets

Background

Even amidst the hectic work pace found in the five-building campus of Le Centre Hospitalier Psychiatrique (CHP) de Liège, patient care is the top priority for its dedicated professionals. The demands of the renowned Belgium-based psychiatric hospital are many, and rapid response times are critical. With the goals of better serving patient requests and improving communication among staff, CHP Liège deployed Polycom® SpectraLink® 8000 Wireless Telephones, breaking down communication barriers and maximizing efficiency among its staff.

Now free from any attachment to desktop telephones, fully mobile hospital employees are equipped to respond immediately to patient requests, family inquiries, peer collaboration, and emergency alerts.

A Healthy Pioneer

In choosing the new communications system, the hospital initially looked at a well-established European wireless technology called Digital European Cordless Telecommunication (DECT), but ruled it out because the wireless system is designed only for voice communication.

“Our goal was to switch from fixed wired networks to wireless, mostly because we knew it would be better in terms of staff mobility, system maintenance, and ease of deployment,” said Philippe Meyers, CHP Liège IT director. “By choosing the wireless LAN-based system, we avoided installing two separate networks. Additionally, we find that the voice quality on SpectraLink Wireless Telephones is excellent. I would say the voice quality is better than with an analog system.”

Nurses, Doctors Going the Distance

The new communications system is changing not only the ability of staff members to communicate quickly, but also the nature of the communications themselves. The 100 SpectraLink Wireless Telephones are rotated among the hospital staff, with 300 users benefiting from enhanced communications. Now with SpectraLink Wireless Telephones, staff members can respond immediately to patient requests for assistance, discern between various types of emergencies, and dispatch the appropriate personnel instantly to remedy time-sensitive situations. The hospital, which fielded 500,000

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Roger Crabtree, director of Communications for the Exchange

incoming and outgoing calls last year, now expects staff to increase communications, resolving a multitude of problems at the touch of a handset instead of trekking across hospital buildings to communicate with one another.

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Customizing Quality Care

CHP Liège partnered with AB Networks, also of Belgium, to deploy the system. The integrator assisted CHP with its training and assisted in the development of various customized hospital applications.

The companies utilized Polycom’s Open Application Interface (OAI) to develop special messaging programs to expand the SpectraLink Wireless Telephones’ functionality. The tailored applications have enabled CHP hospital staff to use the handsets to send and receive text messages, tap into hospital databases to retrieve vital information, and receive alerts from the fire alarm and security systems.

The shift from traditional wired telephones to a wireless LAN-based telephone system was prompted by the reconstruction of one of the hospital buildings. When the time came to decide on how to rewire the communications of the reconstructed building, the original system was scrapped in favor of Cisco-based IP technology. Three additional buildings were included in the transformation, while the headquarters kept its Matra PBX, which the IT department interconnected to Cisco’s CallManager.

Nothing Routine About This Clean Bill of Health

The successful deployment has had rigorous planning stages. The system, now installed, is easy to maintain, and requires only one person to oversee it, said Meyers. CHP plans to continue expansion of its wireless telephone system in the next few months.

“Our communications are so much better since we installed the wireless system,” Meyers said. “The SpectraLink Wireless Telephones have exceeded our expectations. We expect to continue building and tailoring the system with its messaging capabilities to give our employees more tools with which to become efficient, and to continue to grow CHP Liège as a state of the art facility.”

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