

# CarePlus™ Supporting Caregivers Provide the Highest Quality Patient Care at King Edward VII's Hospital Sister Agnes, London UK

## Executive Summary

### King Edward VII's Hospital

- Private hospital in London
- 58 private rooms
- Critical Care Unit

### Challenge

- Provide an open protocol solution that could grow with future technology.
- Improve staff efficiency and workflow whilst maintaining the highest level of patient care.

### Solution

- Installation of CarePlus™ Nurse Call, Emergency and Nurse Presence solution across 4 Hospital floors.
- Installation of CarePlus™ Whiteboard Module on Hospital network.

### Results

- Scalable and future-proof Nurse Call solution.
- Reduce alarm fatigue through delivery of Nurse Call alarms to correct member of the care team. Provided remote login and maintenance capabilities to ensure immediate solution to any issues.

## King Edward VII's Hospital Sister Agnes

King Edward VII's Hospital Sister Agnes is London's foremost private hospital, offering the highest standards of private medical care. The hospital is located in the heart of London's West End and has been delivering care since 1899. King Edward VII's Hospital Sister Agnes is a registered charity, with a particular focus on providing care for Officers, ex-Service men and their families. The Hospital is also registered and approved by the Care Quality Commission, an independent regulator of national health standards in the UK.

The hospital was established in 1899 by two sisters, who turned their home into a hospital for sick and wounded soldiers returning from the Boer War. King Edward VII became the hospital's first patron. With encouragement from His Majesty King Edward VII, together with Sister Agnes' enthusiasm, immense support was received from members of the public to support the hospital. These individuals became known as 'Friends', to date over 3,000 Friends pledge their support to the Hospital.

## Challenge

King Edward VII's Hospital Sister Agnes moved to its current site on Beaumont Street London in 1948, where Her Majesty Queen Mary opened the facility. In the year 2000 the Hospital changed its name to include 'Sister Agnes', the founder of the facility. Most recently, the hospital has extended its charitable aim to unconditionally extend financial benefits to include all ex-Service personnel – regardless of rank, length or type of service. This also extends to include spouses and widows of ex-Service personnel.

King Edward VII's Hospital Sister Agnes prides itself on offering patients a high level of care, cleanliness and patient satisfaction. The hospital offers some of the highest standards of medical excellence in the UK. The Hospital prides itself on its strong tradition of excellence in nursing, with one of the best nurse to patient ratios in the UK. This allows them to offer their patients the highest level of care and assistance. King Edward VII's Hospital has also never had a case of hospital acquired MRSA or C-difficile, which can be attributed to their high standards of care and cleanliness. The facility has been awarded many awards for excellence in care, hospital cleanliness and food hygiene.

King Edward VII's Hospital Sister Agnes runs rigorous audit programmes to ensure the highest standards of care are maintained in all areas of their facilities. They are frequently ranked as one of the best facilities in the UK through patient satisfaction surveys. A recent building project at King Edward VII's Hospital included an upgrade of their Nurse Call System; they were looking for a solution to complement their commitment to providing high quality patient care.

### CarePlus™ a Great Foundation for Future Growth at King Edward VII's Hospital.

Kay Somers from Emmanuel Kaye House at King Edward VII's Hospital Sister Agnes said;

*"The CarePlus™ IP Nurse Call System installed and supported by Sanco UK is a great foundation for the hospital to build on in the future.*

*The CarePlus™ system has improved response times for consultant calls, increased the reliability of the paging system, provided aesthetically pleasing call points, and improved call visibility with the CarePlus™ Whiteboard Module.*

*The service Sanco UK has provided us with has been excellent; they are always able to provide a rapid response when dealing with challenges or site alterations due to the remote login capabilities of CarePlus™."*

King Edward VII's Hospital Sister Agnes was looking for a nurse call system that would allow them to offer advanced patient care, improvements to staff workflow, and a solution that would grow with their future needs.

#### Meeting challenges of specialisation:

- The Quality and Risk Manager of King Edward VII's Hospital Sister Agnes wanted a fully open protocol system to take the hospital into the future for the next 25 years.
- King Edward VII's Hospital Sister Agnes was looking for a solution that improved patient care, staff workflow and efficiency.
- The nurse call system needed to be easy to use, offer a simple user interface and a reliable solution.

#### Challenges and technical considerations

A number of technical challenges were faced by CarePlus™ Gold Partner Sanco UK, when designing a CarePlus™ solution to meet the challenges of King Edward VII's Hospital Sister Agnes.

- Nursing staff care for the hospital as a whole, with patients spread over four floors nursing staff are constantly moving between floors. The CarePlus™ solution needed to offer staff as much information as possible on all alarms, to assist in improving call prioritisation and staff workflow. All messages and alarms also needed to be sent to pagers, to immediately alert mobile nursing staff to all patient calls.
- The hospital's legacy nurse call system gave staff little information about each patient call, causing unnecessary trips and poor staff workflow. This system offered only one call type, one priority, one coloured over door lights and one call tone. King Edward VII's Hospital was looking for a nurse call solution that would provide them with more information.

#### Facilities at a glance:

- 58 private, en-suite and air conditioned rooms
- 2 long stay wards
- A short stay unit for 1 – 3 day stays
- 24 hour critical care/high dependency unit for seriously ill medical or surgical patients
- 3 state of the art operating theatres
- 5 outpatient consulting suites
- Physiotherapy outpatient department
- Diagnostic imaging
- Pharmacy
- Occupational therapy

## Solution

CarePlus™ was presented as a Nurse Call Solution that would meet the future needs of King Edward VII's Hospital Sister Agnes. As an open protocol solution, CarePlus™ is able to expand and grow with the Hospital. CarePlus™ also offered significant workflow and efficiency benefits to the Hospital, and will assist King Edward VII's Hospital Sister Agnes in providing their high level of patient care.

Sanco UK installed three different priorities or types of Nurse Call Points within King Edward VII's Hospital. These priorities included 'Nurse Call' for patients to call for assistance, 'Emergency' for clinical staff and caregivers to signify the need for support from colleagues, and 'Nurse Presence' for staff to use when entering a patient's room. The CarePlus™ Whiteboard Module was also installed; these show active alarms with their location and duration. This improved workflow of caregivers, allowed the Hospital to keep records of caregiver response time and increase patient satisfaction with rapid response time.

## Technical Solution

- Installed Nurse Call, Emergency, Nurse Presence and paging over 4 floors of the King Edward VII's Hospital Sister Agnes.
- The CarePlus™ solution offered nursing staff immediate information about each patient call. CarePlus™ offers numerous call types and priorities, allows for four call priorities to be displayed on the over door/corridor light, and has different tones available for each call priority; allowing staff to immediately differentiate between calls.
- Installation of the CarePlus™ Whiteboard Module on all floors of the hospital, improving management of patient calls and alarms.
- Low volume corridor sounders were installed on all floors of the facility, ensuring Nurse Call alarms can be heard. A reduced volume system was installed, to ensure that patients are not disturbed by the alarms.

## HRH Duke of Kent Unveils King Edward VII's Hospital Refurbishment



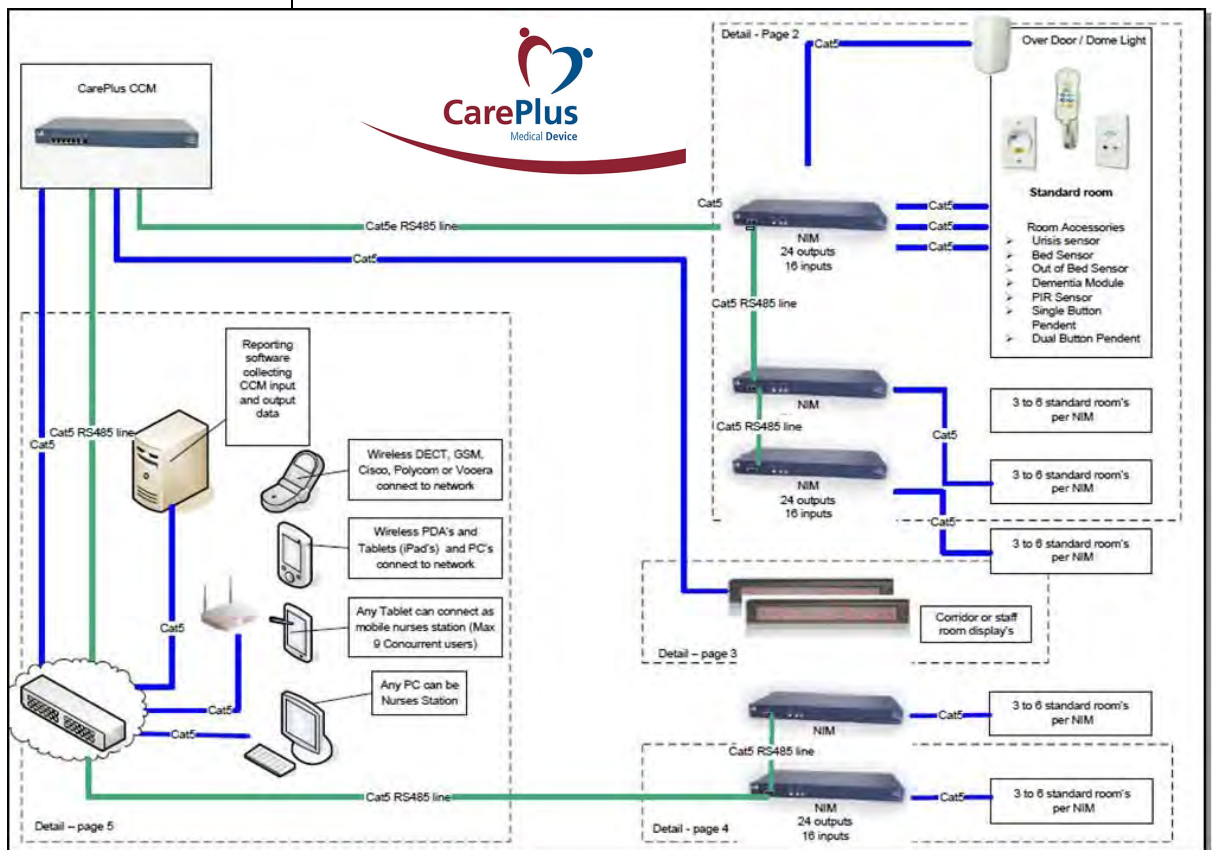
### CarePlus™ improving patient care experience for King Edward VII's Hospital Saint Agnes

Mr Andrew Grant, General Manager at Sanco UK said;

*"The CarePlus™ platform provides King Edward VII's Hospital with an advanced communication platform.*

*CarePlus™ offers advanced functionality, improved visibility of nurse call alarms, and quicker response times to patient calls. These features assist King Edward VII's Hospital in achieving excellence in patient care."*

## King Edward VII Hospital Ward Configuration



## RESULTS

- CarePlus™ provided remote login enabling regularly required configuration changes to meet operational needs and maintenance to be carried out off-site. The remote login capability ensures that the Sanco UK After-Sales team can manage any issues quickly, should they arise.
- Sanco UK received extremely positive responses to the CarePlus™ Nurse Call System by both Nurses and Consultants at King Edward VII's Hospital Sister Agnes.
- The CarePlus™ solution ensures that messages and alarms are received by an appropriate member of the care team on their assigned device. This improves every patient's care experience, as they are efficiently attended to by a member of their care team.
- CarePlus™ reduces alarm fatigue for nurses and clinicians, as alarms are able to be sent to the correct caregiver and do not need to be broadcast across the facility. This also offers a more peaceful environment for healing patients.
- Comprehensive call logging enabled and call management processes were improved with the introduction of the CarePlus™ nurse call solution into King Edward VII's Hospital Sister Agnes.
- Provides a future proof system that will grow with technological change at King Edward VII's Hospital Sister Agnes for decades ahead.