NiQHEALTH
Care Management Information Systems

CarePlus™ advanced configuration to meet the highest standards of patient care at Hollywood Private Hospital, Nedlands WA

Ramsay Health Care Pty Ltd

Ramsay Health Care began in Sydney in 1964. They have grown to become a global hospital group that operates 116 hospitals and day surgery facilities across Australia, the United Kingdom, France and Indonesia. They offer a range of health care services from day surgery procedures, highly complex surgery, psychiatric care and rehabilitation. They have over 30, 000 staff and treat over 1 million patients a year.

Ramsay Health Care is a well-respected member of the health care industry because of their quality private hospitals, their excellent hospital management, and their high level of patient care. Ramsay Health Care's focus is on maintaining the highest standards of quality and safety.

Challenge

Hollywood Private Hospital is now a state-of-the-art private hospital; it was first built and occupied in 1941 as a 500-bed military hospital during World War II. In 1947, it became a repatriation hospital for acute care of veterans and war widowers. In 1994, Ramsay Health Care purchased the hospital and it became Hollywood Private Hospital.

Because of Ramsay Health Care's focus on achieving and maintaining the highest standards of quality and safety for patients, they require a nurse call system that allows them to meet and exceed these expectations. CarePlus™ offers a nurse call system that allows Hollywood Private Hospital and Ramsay Health Care to provide the high level of care for which they have become known.

Hollywood Private Hospital required modernisation of their old nurse call system. They were looking for a nurse call solution that provided them with the opportunity for modernisation and expansion into new technology.

Hollywood Private Hospital has begun an expansion project worth $74.1 million; this expansion will make them the largest private hospital in Western Australia.

Meeting challenges of specialisation:

- Hollywood Private Hospital was looking for a non disruptive upgrade to their legacy nurse call system which would not reduce their occupancy rate.

- Hollywood Private Hospital wanted a system that would grow with them in the future and would allow them to expand into new technology in the future. Such as mobile or smartphone integration in the future.

- Hollywood Private Hospital are looking for a solution that allows high level reporting to be conducted on all wards and rooms within their facility.

Executive Summary

Hollywood Private Hospital
- Perth private hospital
- 659 Beds

Challenge
- Backward compatibility to legacy nurse call system required in some wards
- High level reporting software implemented for all wards

Solution
- 27 CCMs
- Backward compatible to legacy Sedco system
- Reporting module software installed for all wards
- 6 new full CarePlus™ wards

Results
- Minimum cost and disruption to replace legacy system
- Scalable and future proof nurse call solution
- Implemented reporting software that met the requirements of Ramsay Nurse Managers

Challenges and technical considerations

A number of technical challenges were faced by ELA in designing a CarePlus™ solution to meet the challenges of Hollywood Private Hospital.

- CarePlus™ needed to connect to an older legacy system in 21 wards within Hollywood Private Hospital.

- The installation and upgrade had to take place in busy hospital wards with minimum disruption to staff, patients and importantly bed availability.

- High level reporting software needed to be implemented that met the needs of Ramsay nurses. The Executive only reports needed to benchmark calls by priority per care area.

- Reporting was integrated into the IT Departments active directory (AD) for user permissions and single sign on.

Facilities at a glance:

- Over 830 accredited specialists
- 659 beds
- 10 operating theatres
- Over 500 members of staff
- Specialty in cardiovascular services
- Perth Cardiovascular Institute
- Hollywood Clinic for mental health
- After hours GP Clinic
- Hollywood Fertility Centre
- Perth Bone and Tissue Bank
- Diagnostic Nuclear Imaging
- Hollywood Pharmacy
- SKG Radiology
- Hollywood Functional Rehabilitation Clinic
- A recent expansion project of $74.1 million to include 6 more operating theatres and two new 30 bed wards with single rooms and ensuites.

Solution

Hollywood Private Hospital selected the CarePlus™ system after a 3 month trial of the system in "Woods Ward" conducted by Western Australian distributor ELA.

The first step in upgrading Hollywood Private Hospital was to upgrade the old nurse call system. This was done through a head end replacement which results in minimum disruption with a 60 second connection time. The legacy Sedco Head End Controller was replaced with the new CarePlus™ CCM which drives the existing patient and staff stations (call points). These call points could then be programed for replacement in a non disruptive program. Meaning there is no ward down time for Head End installation.

Hollywood Private Hospital then commissioned six new modern care areas with a full CarePlus™ implementation. The CarePlus™ Reporting Module software was then installed into the CarePlus™ nurse call system. This software was then improved to meet the needs of Ramsay Nurse Managers.

The right solution for Hollywood Private Hospital

Hollywood Engineering & Redevelopment said;

"CarePlus™ has continuously provided the right system for Hollywood Private Hospital.

ELA have implemented CarePlus™ over the last 10 years, including the new 'Marjoree Brisleee Wing' with 6 new wards and have recently been commissioned to outfit 2 new additional wards and 6 new theatres. This is a real stamp of approval."

Technical Solution

- Deployed CarePlus™ in twenty seven wards of Hollywood Private Hospital.
  - A combination of 21 upgrades to legacy systems and six new Care Areas.
- Hollywood Private Hospital became the first healthcare facility to install the CarePlus™ Reporting Module. Their reporting requirements and ideas (Nurse Manger driven) were incorporated into the current module.
- Provide remote login enabling regularly required configuration changes to meet operational needs.
- Reporting module software was installed to provide reports for each ward using the CarePlus™ system.

CarePlus™ Reporting Module in Hollywood Hospital

The CarePlus™ Reporting Module provides detailed tracking and reporting of messages and alarms. Relevant reports can be created by filtering the full details of messages and alarms enabling customised and relevant reports for each healthcare manager and or care area.

These reports can also be accessed remotely from another PC over a web interface. Hollywood Private Hospital assisted with the design of the Executive reporting stack. As a result the current CarePlus™ reporting module is based on the requirements of Ramsey Nurse Managers. However, this software can be changed to reflect the differing reporting needs in all healthcare facilities.
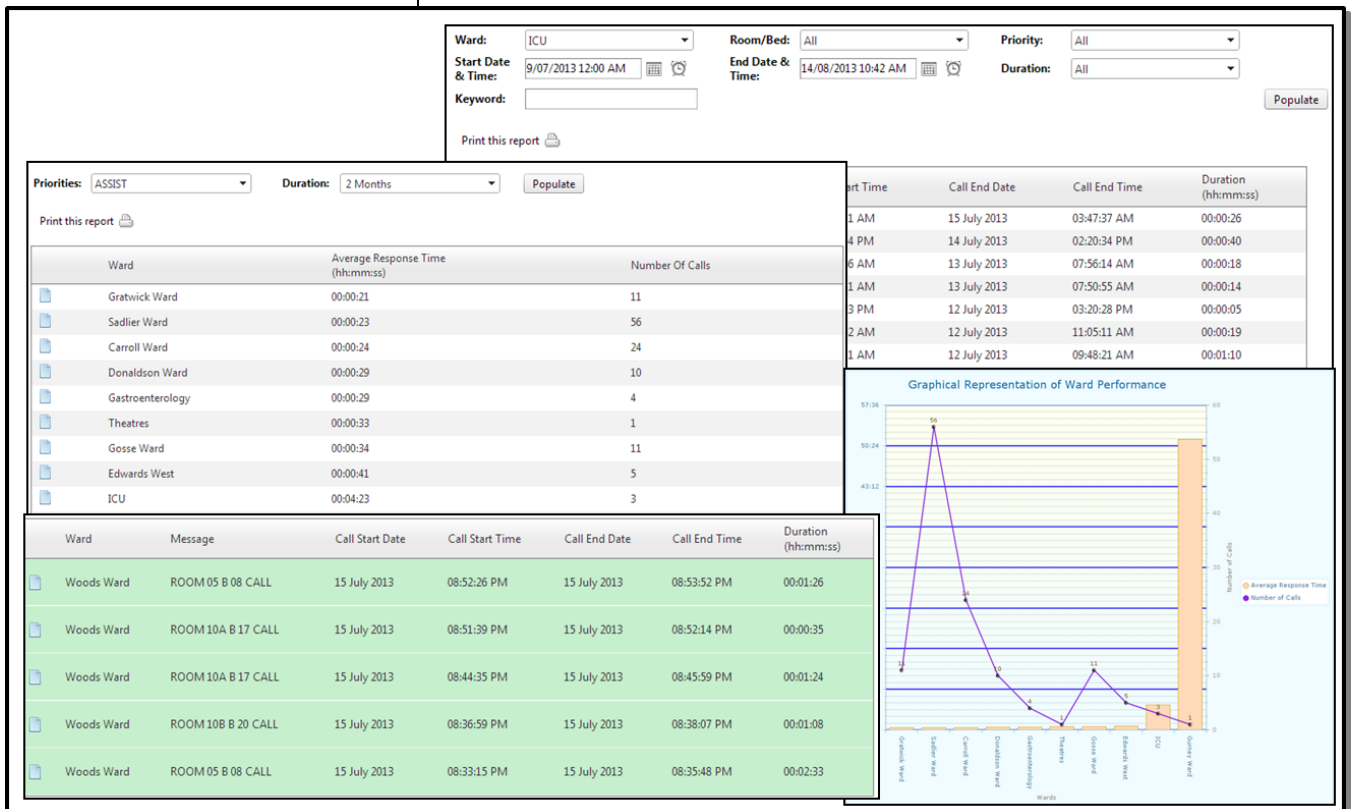
Flexible New Technology

Mr Todd Emery GM at ELA said; *"The system is extremely reliable and resolved all of the legacy system issues". "Our technical support staff are now able to remotely fix issues providing an enhanced service and much faster rectification time for a life safety system".*

"CarePlus™ also provides many areas for our company to deliver new and enhanced features each year, helping us build strong relationships with our customers."

Hollywood Private Hospital

RESULTS

- Installed the complete CarePlus™ nurse call system in selected wards.

- Replaced the 21 legacy systems with the CarePlus™ solution that will meet their ongoing future requirements. This was completed at minimum bed occupancy disruption therefore reducing total cost.

- The CarePlus™ solution provided a reliable life safety system for staff and patients and is remotely managed by the technical service provider 24 x 7 x 365.

- Eliminated the need for staff retraining due to the backward compatible nature of the CarePlus™ system.

- Provides a scalable and future proof system that will grow with technological change at Hollywood Private Hospital for decades ahead.

- Implemented reporting software that measures patient response time, and shows executive reports with benchmarking.

- Hollywood Private Hospital ranked number one for patient satisfaction in a national Australian survey in 2013.