

CarePlus™ flexible solution to meet Private & Public Hospital needs at Joondalup Health Campus & Private Hospital, Joondalup WA

Executive Summary

Joondalup Health Campus & Joondalup Private Hospital

- Perth hospital offering private and public beds
- 498 public & 145 private patient beds

Challenge

- Provide high level care and meet needs of private and public patients
- Offer a universal Nurse Call platform across all wards, departments and both hospitals

Solution

- CarePlus™ solution installed in all of Joondalup Health Campus in existing wards and new expansion
- Joondalup Private Hospital also chose CarePlus™

Results

- Unified Nurse Call and communication system across both campuses
- Scalable and future proof nurse call solution
- Universal user interface for nurses and nurse managers

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

Joondalup Health Campus was established in 1996 when the Western Australian State Government decided to update the existing hospital into a modern, state-of-the-art facility. To modernise this facility a complete refurbishment and extension of the existing public hospital took place, construction of a new private hospital, a new Emergency Department, a specialist medical centre and community health centre was completed.

Joondalup Health Campus is operated by Ramsay Health Care; the hospital treats public patients on behalf of the State Government in a long-standing and successful agreement since 1996. Joondalup Health Campus is a 498 bed facility comprising both public and private health facilities, plus a specialist medical centre accommodating leading specialists and diagnostic services.

Joondalup Health Campus is currently undergoing a multi-million dollar redevelopment. This redevelopment has already delivered a new Emergency Department, an expanded Special Care Nursery and an upgraded Mental Health Unit.

In March 2013 the new Joondalup Private Hospital was opened with 145 private patient beds, offering a wider choice in healthcare in Perth's northern suburbs. Recently a new theatre block comprising of 12 theatres, Intensive Care Unit, High Dependency Unit and Coronary Care Unit have opened in Joondalup Health Campus. Private patients at Joondalup Private Hospital also have access to the public facilities.

When expansion and redevelopment of both the private and public health care facilities began, Ramsay Health Care was looking for a Nurse Call solution that would complement the high level of patient care and safety they are known to provide.

CarePlus™ a Viable Health Care Solution for Joondalup Health Campus & Private Hospital

Facilities Management, Joondalup Health Campus said;

“CarePlus™ provided us with a viable healthcare and nurse call solution for the whole hospital. Providing a universal Nurse Call platform.

CarePlus™ also offered seamless integration into our hospital communication platform.”

Meeting challenges of specialisation:

- Ramsay Health Care was looking for a Nurse Call solution that would allow them to provide a high level of care to both public Joondalup Health Campus patients and patients in Joondalup Private Hospital.
- Joondalup Health Campus and Joondalup Private Hospital needed a universal Nurse Call platform across all wards, departments and facilities. To provide a unified communication platform and a common nurse user interface.
- Both hospitals wanted a system that would grow with them in the future, offering expansion and integration with new technology in the future.

Challenges and technical considerations

A number of technical challenges were faced by Western Australian CarePlus™ Gold Partner ELA in designing a CarePlus™ solution to meet the challenges of both Joondalup Health Campus and Joondalup Private Hospital.

- The CarePlus™ solution needed to offer minimum disruption to patient and staff when connected to busy existing wards and patient rooms in parts of Joondalup Health Campus.
- Upgrades took place in small numbers of rooms at a time; these upgrades often took place when rooms were still housing patients. The CarePlus™ upgrades needed to be quick and non-intrusive.
- To ensure upgrades were as efficient as possible, the CarePlus™ Nurse Call System needed to run side-by-side the legacy system for a period of time. This ensured there was no downtime in the busy hospital.

Facilities at a glance:

- 498 public and 145 private beds
- Intensive Care Unit (9 bed)
- High Dependency Unit (6 bed)
- Coronary Care Unit (10 bed)
- Emergency Department with a dedicated paediatric area
- Operating Suite with 12 theatres, 4 equipped with state-of-the-art video and touch screen technology
- Paediatric ward
- Mental Health Unit with secure accommodation
- Day surgery and endoscopy unit
- Day Oncology/Chemotherapy services
- Renal dialysis services
- Special Care Nursery with 16 cots
- Allied Health Services
- On-Site 24 hour medical imaging
- On-Site 24 hour pathology
- Nuclear medicine
- On-Site pharmacy
- After hours GP clinic
- Ante natal clinic

Universal Nurse Call Solution for Joondalup Health Campus

Mr Todd Emery GM at ELA said;

“CarePlus™ provided a universal Nurse Call platform that met the needs of both Joondalup Health Campus and Joondalup Private Hospital.

ELA have created long term, positive relationships with both hospitals due to the reliable CarePlus™ solution and our commitment to meeting both hospitals’ needs.”

Expansion and Redevelopment Projects

The joint \$393 million expansion project between the Western Australian State Government and Ramsay Health Care is one of the state’s largest hospital expansion and redevelopment projects. The CarePlus™ Nurse Call solution was deployed in all of these expansion and redevelopment projects.

Joondalup Private Hospital

The 145 bed private hospital opened to patients in March 2013. The facility offers obstetrics, surgery, interventional cardiology, medical, and acute aged care over its five floors. It is one of the few private hospitals to treat both emergency and planned care, as patients admitted in the Emergency Department (in Joondalup Health Campus) can elect to be admitted to their own room in the private hospital.

Almost all of the 145 patient beds are in single rooms with ensuites, with patient comfort being of great importance. The obstetrics facilities offer double bed rooms, for partners to stay the night after the birth of their baby. All patients have access to gardens and terraces. The aged care facilities include a hospital ‘granny flat’ to help patients make the transition from hospital to home.

State of the Art Operating Theatres

In March 2012, Joondalup Health Campus opened twelve new operating theatres. These theatres offer state-of-the-art equipment, with four of the new theatres including iSuites with video and touch screen technology. This technology enables surgeons to view and capture images inside the body while they operate.

Joondalup Health Campus also opened their nine bed Intensive Care Unit, a six bed High Dependency Unit, and a Coronary Care Unit with ten beds.

New Emergency Department

Joondalup Health Campus opened their new Emergency Department in March of 2011. The Emergency Department expanded to include 56 patient treatment bays, with separate waiting and treatment areas for adults and children. The Joondalup Health Campus Emergency Department is one of the busiest Emergency Departments in Western Australia with over 68,000 presentations in 2010, with this figure increasing each year.

This new Emergency Department aims to provide higher level emergency care for an increased number of patients. The department now offers thirty adult treatment bays, a twelve bed emergency admission unit for patients requiring observation, an eleven bed paediatric treatment and observation area, and three resuscitation bays including a combined adult and paediatric resuscitation bay. The resuscitation bay also includes a customised \$350,000 digital radiology machine which can be used to X-ray patients with minimal patient movement, producing high quality images in five seconds which allows doctors to identify serious injuries as quickly as possible.

Joondalup Health Campus also opened a new ward block which offers 55 new beds for public patients. Majority of these rooms (51) are spacious single rooms, the remainder are double rooms. All of these rooms offer ensuite bathrooms, providing the highest level of patient comfort.

Joondalup Health Campus – Aerial View



RESULTS

- Installed the complete CarePlus™ Nurse Call solution in all of Joondalup Health Campus and Joondalup Private Hospital. ELA was contracted for all new expansion projects by Ramsay Health Care.
- CarePlus™ was installed in new-build facilities and wards of both hospitals, CarePlus™ was also deployed to upgrade legacy Nurse Call in existing wards of Joondalup Health Campus with minimum disturbance to patients and staff.
- Provided a unified Nurse Call and communication platform for two large hospitals. This improves reporting and comparison between wards, departments and hospitals.
- A simple to use, universal CarePlus™ Nurse Call user interface is available in all wards and departments of both hospitals. This allows nurses and nurse managers to spend more time caring for patients, rather than on administration duties.
- The CarePlus™ solution provided a reliable life safety system for staff and patients and is remotely managed by ELA 24 x 7 x 365.
- Provides a scalable and future proof system that will grow with technological change at Joondalup Health Campus and Joondalup Private Hospital for decades ahead.