Integrated communications solutions support St Stephen's in delivering exceptional patient care

The UnitingCare Health group had a vision to create a cutting-edge healthcare facility for the Fraser Coast community.

In planning the new St Stephens hospital in Hervey Bay, the project team also had another objective – to build the country's first fully integrated digital hospital, and a pilot site for the future of healthcare in Australia.

The design was developed with a focus on the health, safety and comfort of patients, and with extensive input from range of health professionals and the local community. The technology was an enabler to the ultimate goal of improving clinical outcomes and driving operational efficiencies.

"Ultimately, it is all about the patient. The new technology allows us to automate our processes and capture and share information in real time. Most importantly, it enables us to deliver exceptional patient care," says

Christine Riley, Project Coordinator, Capital Works at UnitingCare Health.

A HOSPITAL COMMUNICATION PLATFORM

Rauland's solution supports St Stephen's advanced patient care model, with Responder®5 system delivering advanced hospital-wide communications.

"The Rauland solution is the right fit for us. It is based on proven technology, and it complements our eHealth strategy. Rauland's local presence and their flexible approach was also important to us," says Joseph Maruca, Solutions Architect, Information Services, UnitingCare Health.

When St Stephen's opened its doors, it did so with Responder 5 solution installed at every bedside, and Responder 5 workflow terminals in place in each of its five operating theatres.

Benefits from the system help the team at St Stephen's to provide exceptional patient care.

Rauland Responder® 5 nurse call and communication platform helps save time, improve collaboration and enhance the patient experience.

PATIENTS RECEIVE PERSONALIZED, FAMILIAR CARE

Two-way communication between patient and nurse means the patient is always connected to their primary care giver. This one-to-one relationship helps reduce the people traffic coming in and out of the patient room throughout the day. If the patient's designated nurse is not available to take their call, the call is routed to the next available nurse or the nursing unit manager, and the patient is kept informed in real-time.

FAST, DIRECT COMMUNICATION SAVES SURGICAL TIME

At a single press of a button, the workflow terminals enable theatre staff to initiate contact with other surgical or specialist support teams. Clinicians can consult their colleagues with ease, and swiftly coordinate assistance from the pathology or radiology teams. It takes one quick action to request the assistance of an orderly, with each request clearly specified. For example 'Theatre Clean', 'Urgent Pick-up', or 'Transfer to PACU'.

NURSES RESPOND TO PATIENT NEEDS, NOT JUST PATIENT CALLS

The smart nurse call handset enables patients to select 'Pain', 'Toilet' or 'Nurse' buttons. The designated nurse receives the notification on their wireless device and can speak to patient to assure that their request has been heard. Nurses can prioritize all of their calls with ease and go to the patient room prepared with what they need.

GOING FORWARD

St Stephen's has led with technology to transform the patient experience and it will continue to grow and evolve in line with the needs of the local community. For the UnitingHealth Group, the hospital is a pilot for its eHealth strategy and patient model which it plans to implement in other sites.

"The new digital environment is stable and working extremely well. Our visitors have been very impressed. We are planning to rollout the same capability in our other facilities and will do so in phases, commencing with upgrades to existing infrastructure," says Maruca.

About St Stephens

St Stephen's Hospital in Hervey Bay is Australia's first fully integrated digital hospital. Part of Uniting Care Health, St Stephen's is a private healthcare provider and the only not-for-profit provider of private hospital services on the Fraser Coast. St Stephen's is committed to re-investing surplus funds for the development of the hospital, its services and its employees, creating facilities that use leading-edge technology and are staffed by leaders in their field.

"When rolling out a digital hospital, it is critical that your IT infrastructure is in place and stable well before you start plugging in bio-medical devices and other equipment. Ensure that you engage partners that will work shoulder-to-shoulder with you. This has been one of the keys to our success."

Joseph Maruca, Solutions Architect, Information Services