

# CarePlus™ Meeting the Healthcare Needs of Multiple Cabrini Health Facilities in Malvern, Victoria

## Executive Summary

### Cabrini Health

- Private healthcare group managing several facilities.
- Total of 832 beds.

### Challenge

- Backward compatibility to legacy nurse call system required.
- Scalable solution for future growth.
- Solution that would suit various sites and facilities.

### Solution

- Initially, CarePlus™ installed into Cabrini's Malvern facility.
- CarePlus™ was then chosen to upgrade Cabrini's two rehabilitation facilities.

### Results

- Backward compatibility to legacy nurse call system allowed for a reduced initial cost and less disruption to staff & patients.
- CarePlus™ able to grow with Cabrini Health and assist the facility in achieving their strategic goals.
- KTR commissioned to install CarePlus™ into Cabrini's expansion projects.

## Cabrini Health

Cabrini Health is owned and operated by the Missionary Sisters of the Sacred Heart of Jesus, who first came to Australia from Italy in 1948. Cabrini Health has grown from a modest 45-bed community hospital, to managing 832 beds and a comprehensive range of health services in Victoria. Cabrini Health has three acute care facilities in Malvern, Prahran and Brighton, a residential aged care home in Ashwood, and a rehabilitation service at two sites in Elsternwick.

Cabrini Health is a not for profit health service, with all surpluses being used to further develop services and facilities to provide the best quality of care. A strong focus of Cabrini is patient care. They incorporate their values of compassion, integrity, courage and respect into all aspects of their care.

## Challenge

Cabrini Health Malvern is the main acute care facility for Cabrini Health, with 508 beds. They offer services including coronary care, day procedures, day oncology, emergency care, hospital-in-the-home, intensive care, maternity, paediatric care, medical imaging and pathology.

Cabrini Health Elsternwick comprises of two sites, one in Hopetoun Street and one in Glenhuntly Road with a total of 74 beds. These facilities provide specialist inpatient and outpatient rehabilitation care designed to restore patients to the best possible level of function. Their services include orthopaedic and musculoskeletal; falls, fractures and balance programs; a neurology program; pain management program; reconditioning programs; and cancer rehabilitation.

According to Cabrini's Health Service and Community Benefit Report (2012-13) they are working on a long term strategic goal to improve their health services, facilities and care. Cabrini Health's strategic goal looks at achieving clinical excellence; creating modern facilities; improving technology and clinical practice; increasing their reach by twice as many patients; expansion of their social and community program by sixfold.

Cabrini Health was looking for a nurse call solution to meet the needs of their patients and staff, this solution also needed to be scalable to meet the future needs of the facility. The nurse call solution needed to provide improvements to workflow and efficiency of staff, to meet the growing demands as the facilities expand. The solution also needed to suit the varying needs of the Cabrini Health sites.

### CarePlus™ a scalable solution for Cabrini Health.

Paul Caron, Technical Architect at KTR Group said;

*“The CarePlus™ solution offered Cabrini Health with a scalable upgrade path to their legacy nurse call system.*

*The level of service KTR was able to provide and the benefits CarePlus™ offered, resulted in Cabrini Health choosing KTR to implement further upgrades across their facilities.”*

#### Meeting challenges of specialisation:

- Cabrini Health required a nurse call system that was backward compatible to their legacy nurse call system. This legacy system was installed throughout the whole site.
- Cabrini Health was looking for solution that was flexible, to suit the needs of patients and staff in several of their different facilities and wards which care for varying patient conditions.
- The nurse call solution was required to have the ability to be scalable, so that the system could be expanded throughout their facilities while providing improved technology.

#### Challenges and technical considerations

A number of technical challenges were faced by Victorian distributor KTR in designing a CarePlus™ solution to meet the requirements of Cabrini Health.

- Initially the CarePlus™ nurse call solution was installed in Cabrini Health Malvern’s Central Block, where it was to be connected to the legacy Sedco system.
- The installation and upgrade had to take place in busy hospital wards with minimum disruption to staff, patients and importantly bed availability.
- KTR was then contracted to upgrade the two Elsternwick Rehabilitation sites in Hopetoun Street and Glenhuntly Road, and the Maternity and Delivery Suites of Malvern.

#### Cabrini Health Malvern facilities at a glance:

- 508 in-patient beds
- Emergency Department
- Intensive Care Unit
- Maternity services
- Pathology
- Medical imaging
- Children’s Centre
- Cardiac Rehabilitation Program
- Day oncology and infusion services
- Special care nursery
- Chronic Respiratory Services
- Chronic Heart Failure Services
- Social work services
- Family Cancer Clinic

## Solution

The CarePlus™ nurse call solution was chosen for Cabrini Health Malvern (Central Block) as it was able to integrate with the legacy Sedco system they had installed. This allowed for some legacy equipment to be kept initially, reducing the initial cost of the upgrade. The backward compatible abilities of CarePlus™ allow for minimum disruption to staff, patients, and hospital workflow.

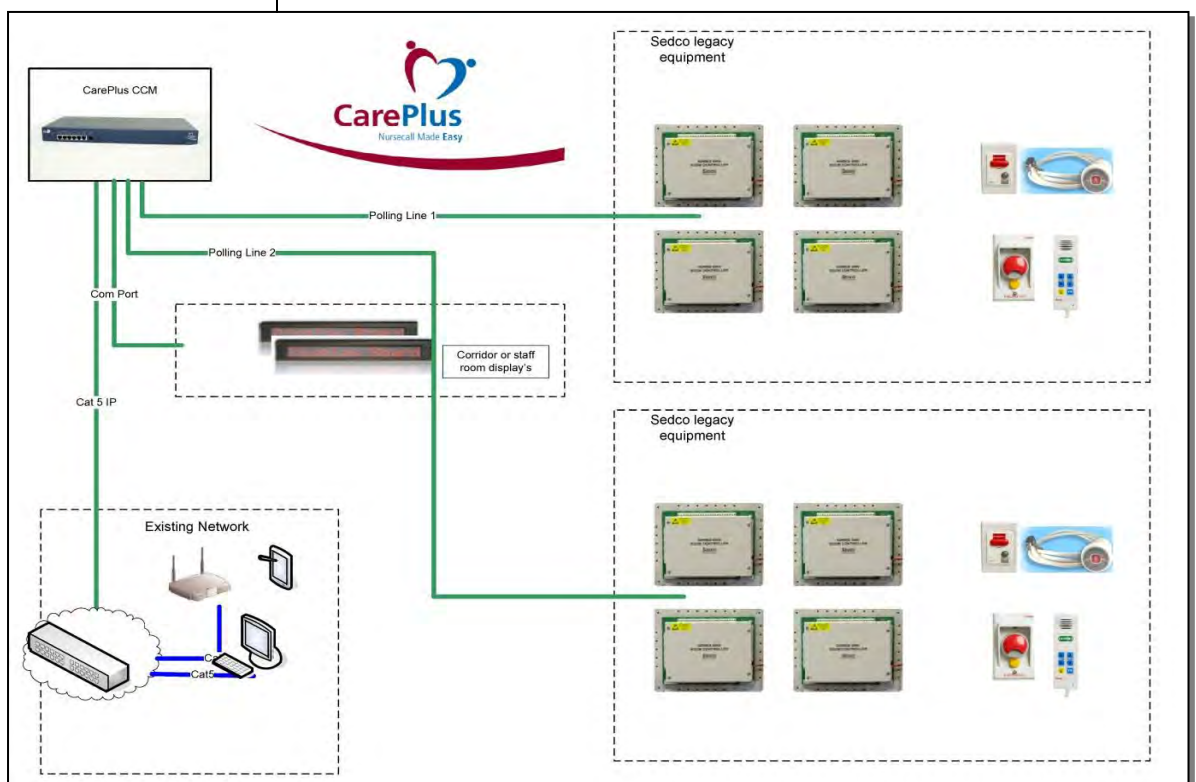
KTR was chosen to install CarePlus™ in the two Cabrini Health Rehabilitation sites, where they again upgraded legacy equipment through the backward compatibility. KTR have also been successful in securing CarePlus™ as the nurse call solution for the two new state-of-the-art extensions to MC2 and MC3 in the Malvern campus. CarePlus™ has also been successfully installed in the Maternity and Delivery Suites in Malvern.

CarePlus™ was chosen by Cabrini Health as the nurse call solution in several of their sites due to the backward compatible nature of the system. The scalable nature of the system to suit various facility needs and its ability to expand with the hospital into the future was an attractive feature to Cabrini Health.

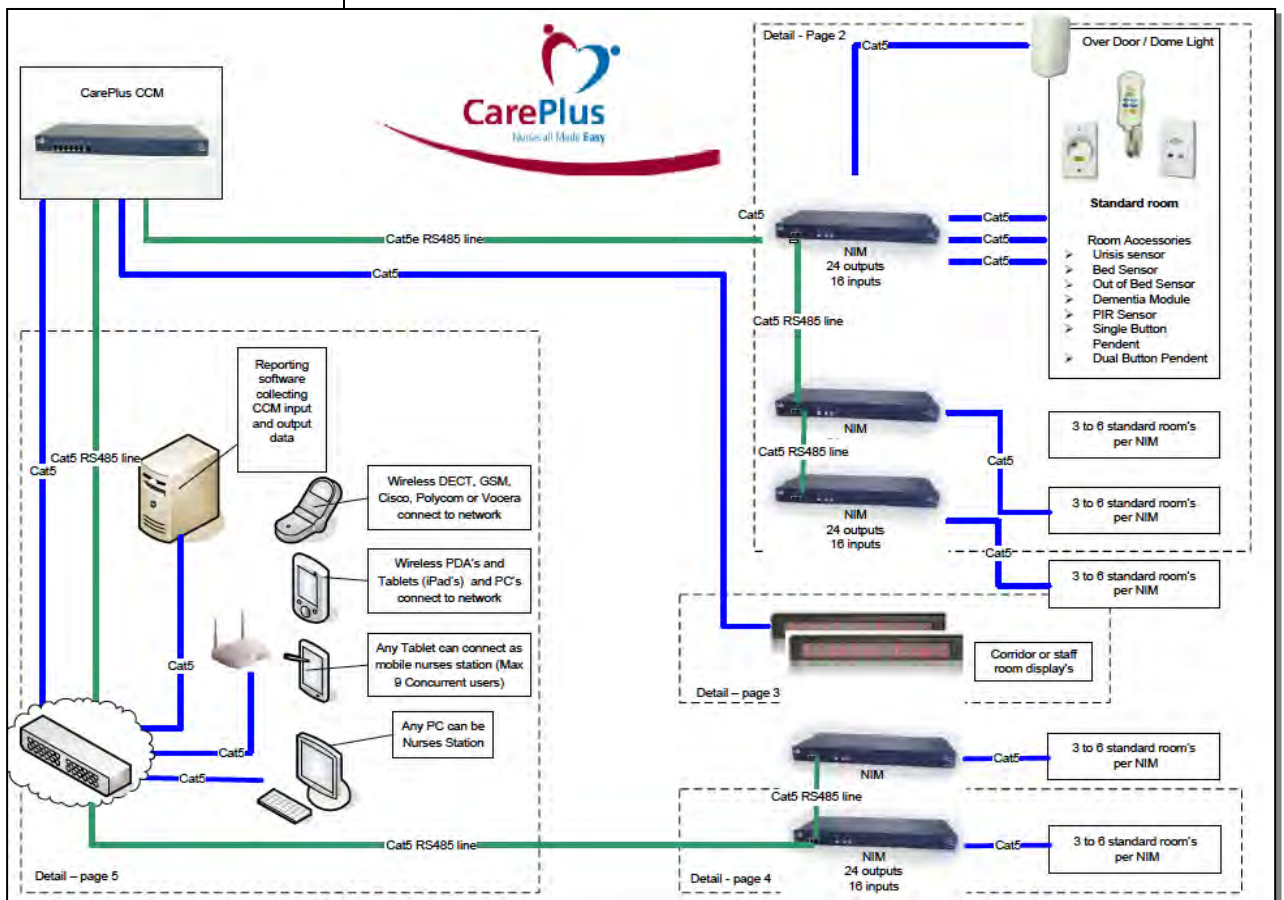
## Technical Solution

- Initial head end upgrade in some wards and facilities of Cabrini Health, reducing initial installation cost and reducing time to upgrade.
- Unified CarePlus™ nurse call and communication platform throughout upgraded Cabrini Health sites.

## Integration of Legacy System with CarePlus™ Solution



## CarePlus™ Nurse Call Solution in Expansion Project



## RESULTS

- Initially installed the CarePlus™ nurse call system while still retaining some existing parts of the legacy Sedco system. This minimised the initial cost and reduced disruption to patients, staff and bed occupancy.
- Cabrini Health was so impressed with KTR's original CarePlus™ installation that KTR was commissioned to install CarePlus™ in Cabrini Health's other existing sites and into their new expansion projects.
- The CarePlus™ solution enabled comprehensive logging and call management processes to be improved at Cabrini Health.
- Installation of the CarePlus™ nurse call system across several sites and wards throughout Cabrini Health allows for reporting between these various locations. This reporting allows for comparisons to be made between locations, assisting in determining workflow and efficiency procedures.
- Provides a scalable and future proof system that will grow with technological change at Cabrini Health. The CarePlus™ systems meets the requirements of Cabrini Health's strategic goals, the scalability of the system allows it to grow with the hospital as they improve their facilities and expand to treat more patients.