

CarePlus™ Reducing the Risk and Spread of Infections and Superbugs at Saint John of God Geraldton Hospital, Geraldton WA

Executive Summary

SJOG Geraldton Hospital

- Private hospital, in Mid-West of Western Australia
- 60 beds

Challenge

- Minimum disruption to hospital and patient care during upgrade.
- Required remote login capabilities to perform maintenance, particularly important due to regional location.

Solution

- CarePlus™ CCM replaced legacy nurse call system.
- Installation of CarePlus™ antimicrobial call points into the hospital, reducing the spread and risk of bacteria, infections and superbugs.
- Implemented swing beds functionality.

Results

- Improved patient and staff safety through antimicrobial call points.
- Remote login and maintenance capabilities to improve response time to regional area.
- Provided an advanced solution for the hospital, improving bed allocation and efficiency.

Saint John of God Health Care

Saint John of God Health Care is a leading provider of private hospitals, pathology, home nursing, and social outreach and advocacy programs throughout Australia, New Zealand and the Asia Pacific region. Saint John of God Health Care is a ministry of the Catholic Church aiming to provide health care services that promote life to the full by enhancing the physical, intellectual, social and spiritual dimensions of life.

Saint John of God Health Care operates fourteen hospitals across Western Australia, Victoria, and New South Wales. They offer 2,042 beds throughout Australia in medical-surgical hospitals; psychiatric, drug and alcohol hospitals; and rehabilitation hospitals. Saint John of God Health Care is a not-for-profit organisation, returning all proceeds to the community through improving facilities, expanding their services, and providing social advocacy services.

Challenge

Saint John of God Geraldton Hospital is located in Geraldton, a city located in the Mid-West region of Western Australia some 424 kilometres north of Perth. Established in 1935, Saint John of God Geraldton Hospital provides services to the people of Geraldton and surrounding communities North of Perth, reaching into the Mid-West of Western Australia. The sixty (60) bed hospital offers a combination of on-site consulting suites, modern operating theatres, and a special care nursery. A mix of local and visiting medical and surgical specialists eliminate the need for patients to travel to metro areas for treatment.

Despite the small size of the hospital, Saint John of God Geraldton provided 611 public ophthalmic surgeries as part of its contract with the West Australian Country Health Service. The hospital also continued to undertake publicly funded orthopaedic surgeries, to alleviate waitlist pressures on Geraldton Regional Hospital. Saint John of God Geraldton Hospital is focussed on providing high quality care to their patients; this was reflected in a recent ranking which placed them in the top ten percent of all hospitals for inpatient satisfaction. They also achieved in the 98 percentile for doctor satisfaction, placing them in the top 2% of Australian acute care facilities.

Saint John of God Geraldton Hospital was looking to upgrade their legacy nurse call system to a modern system that would allow them to improve the patient care experience.

CarePlus™

Mr. Tony Caniglia Maintenance Services Manager said; “The new CarePlus™ nurse call system allowed staff to operate more efficiently with staff allocation and it’s ease of use for Nurse Managers”.

“They now have more time to attend to the patients needs”.

Meeting challenges of specialisation:

- Saint John of God Geraldton Hospital required a nurse call solution that would provide minimum disruption to patients and hospital staff as the upgrade process would be taking place on live wards. The upgrade process could not impact on patient comfort, staff workflow, or the occupancy rate of the wards.
- Saint John of God Geraldton Hospital required a nurse call system with remote maintenance capabilities, as the hospital is 400kms from the metro area. This capability to login remotely for general maintenance and in emergency situations was crucial.
- The Nurse Manager required a night mode enabling reduced night staff to be based at one nurse station during the quiet hours. Staff efficiency is important to this Hospital.
- The nurse call solution needed to be scalable and able to meet the future needs of Saint John of God Geraldton Hospital as it continues to expand and grow.

Challenges and technical considerations

A number of technical challenges were faced by Western Australian distributor ELA in designing a CarePlus™ solution to meet the challenges of Saint John of God Geraldton Hospital.

- The installation and upgrade had to take place in busy hospital wards with minimum disruption to staff, patients and importantly bed availability.
- The remote location of Saint John of God Geraldton Hospital had to be considered in each decision made by ELA, to ensure an efficient and cost-effective installation.

Facilities at a glance:

- 60 beds in single and share rooms
- General medicine
- Surgery and day surgery
- Modern operating suites
- Oncology
- Maternity
- Paediatrics
- Special care nursery
- Palliative care
- Occupational rehabilitation & injury prevention
- After hours GP service

CarePlus™

Mr John Sorensen, VP of Operations at ELA said; “The CarePlus™ system configuration and commissioning went smoothly as the system is easy to implement making for seamless handover and customisation, exceeding customer expectations”.

Solution

CarePlus™ was presented as a future-proof Nurse Call solution to replace all aging legacy equipment. Saint John of God Geraldton Hospital chose the CarePlus™ solution as it offered several benefits that would assist in improving the patient’s care experience, and also improve staff workflow and efficiency. The implementation of CarePlus™ was a leap in technology for the hospital, as they were moving from 1980’s technology to an advanced and modern solution.

ELA conducted a complete upgrade of Saint John of God Geraldton Hospital to the CarePlus™ solution. This allowed the facility to run on a universal CarePlus™ platform, assisting in improving workflow of caregivers. An easy to use CarePlus™ user-interface was also implemented, allowing for staff assignment to individual patients and staff assignment to each caregivers’ chosen device, to be easily managed by the Nurse Manager.

Technical Solution

- Removed legacy system and replaced with CarePlus™ Central Control Module (CCM) in all wards.
- Installed CarePlus™ antimicrobial call points / patient and staff stations into all wards, assisting the hospital in reducing the spread of serious bacteria and infections – including superbug MRSA.
- Provide remote login capabilities enabling regularly required configuration changes to meet operational needs and maintenance to be carried out remotely.
- Swing ward functionality to provide staff efficiency at night, by routing all calls to a single nurse station

CarePlus™ Antimicrobial Call Points

Saint John of God Geraldton Hospital was the first hospital to have the CarePlus™ antimicrobial call points installed into their facility. The CarePlus™ call points have antimicrobial protection built into the device to reduce risk and spread of infection, bacteria and superbugs.

There are two types of antimicrobial protection on the CarePlus™ call points;

- The contact point material contains built-in, organic antimicrobial protection against serious bacteria. The antimicrobial material achieves a 99% biocidal kill rate for a wide range of bacteria including;
 - Methicillin-resistant Staphylococcus aureus (MRSA)
 - Salmonella enteritidis
 - Escherichia coli (E. coli)
 - Listeria monocytogenes
- The call point housing is impregnated with broad spectrum technologies, reducing cross infection against the following micro-organisms;
 - 13 Bacterial
 - 2 Steplomyctes
 - 14 Fungal
 - 3 Yeast
 - 2 Algae

The CarePlus™ antimicrobial call points offer improved safety and reduced risk of infection for both patients and staff at Saint John of God Geraldton Hospital.

CarePlus™ Antimicrobial Call Points



RESULTS

- CarePlus™ antimicrobial call points were installed into Saint John of God Geraldton Hospital, the first installation internationally of antimicrobial patient & staff stations. These call points assist in reducing the spread of infections, bacteria, and superbugs such as MRSA; improving safety for all patients and staff at Saint John of God Geraldton Hospital.
- CarePlus Swing functionality enable beds to be “swung” from Palliative Care to Maternity or to General Surgical nurse station as patient admissions / bed management requires. This function is also used as a “night mode” to logically move all patient calls to a single nurse station at night time providing further efficiencies.
- Provides a scalable and future-proof system growing with technological change whilst meeting Geraldton Hospital communication device strategy for years ahead.
- CarePlus™ allowed Saint John of God Geraldton Hospital to operate on a universal communication platform. This enhanced platform allowed for quicker response time to patient calls, improving patient satisfaction with their care experience.
- CarePlus™ allowed for remote access into the system to be enabled. This allows ELA to maintain and service this regionally located hospital, without long delays.
- Comprehensive call logging enabled and call management processes were improved with the introduction of the CarePlus™ nurse call solution into Saint John of God Geraldton Hospital.
- ELA were able to provide Saint John of God Geraldton Hospital staff with an easy-to-use user interface with the CarePlus™ solution. This reduced staff re-training and improved staff satisfaction.