

# CarePlus™ offering an improved Nurse Call Life Safety System at Logan Hospital, Meadowbrook QLD

## Executive Summary

### Logan Hospital

- Public hospital south of Brisbane, Queensland
- 316 beds

### Challenge

- Interconnectivity to legacy nurse call system in existing hospital wards.
- Wanted a proven nurse call brand which still offered support from a local agent.

### Solution

- CarePlus™ chosen for the new constructed Emergency Department.
- Sixty consult bays and 50 beds are connected to CarePlus™.

### Results

- Interconnectivity to legacy system and an affordable upgrade path in the future.
- Improvement to workflow and efficiency of caregivers despite an increase in the number of patients requiring care.
- Remote management of the CarePlus™ system, allowing rapid response by HCS to hospital needs.

## Queensland Health

Queensland Health is committed to providing quality healthcare to Queenslanders; they aim to improve the health and well-being within the state of Queensland. Queensland Health comprises a network of 17 hospital and health services, and the Mater hospitals. They deliver the services of inpatient, outpatient, emergency services, community and mental health services, aged care services, and public health and health promotion programs. For the 2014/2015 financial year, Queensland Health has a budget of \$13.622 billion.

Queensland Health is a state government, public health body responsible for providing healthcare to the state of Queensland. The values of this organisation include caring for people; leadership; partnership; accountability, efficiency and effectiveness; and innovation. The objectives and strategic outcomes are dependent on the government leading Queensland Health.

## Challenge

Logan Hospital is a public hospital located in Queensland; they are under the leadership of the Metro South Health Service which covers the south side of Brisbane, Logan, Redlands and Scenic Rim regions. This region has an estimated population of 1 million, or 23 percent of Queensland's total population. Logan Hospital was a small, 48-bed community hospital in 1990, and has grown to a 316 bed hospital today. This expansion is due to the rapid population growth in the Logan region.

Logan Hospital provides acute medical, surgical, rehabilitation, maternity and other specialist adult and children's services. They are committed to providing the best possible facilities and medical technology, as well as efficient and caring staff who aim to achieve excellence in healthcare. Logan Hospital is a major Queensland teaching hospital, training future healthcare professionals and participating in research projects. They have strong partnerships with some of Queensland's leading tertiary institutions.

The Logan region has a slightly different population to the rest of Queensland. They generally have a much younger population, with a higher proportion of 0-14 year olds and the lowest proportion of people aged over 65 years compared to the rest of the Metro South Health area. Their population is diverse, with the largest population of Aboriginal and Torres Strait Islanders in southern Queensland. They also have a significant number of people from culturally or linguistically diverse backgrounds.

### CarePlus™ working with our Strategic Plan

Management at Logan Hospital said;

*“CarePlus™ capabilities and functionality fit with the Metro South Health Service standardised platform architecture as part of our Strategic Plan.”*

## Logan Hospital Expansion Project

Logan Hospital is currently undergoing a large expansion project that will transform the Hospital into a new expanded health facility that offers quality and timely health services to their rapidly expanding region. This project is worth \$145.24 million, carried out in various stages over the next few years.

Construction is complete on the new Logan Hospital Emergency Department, with staff currently carrying out the \$6.5 million fit-out ready for the opening. The new Emergency Department offers separate, co-located Emergency Department’s for adults and children; aiming to provide high quality emergency care for all patients.

The newly constructed area focuses on improving children’s care, as Logan has such a large proportion of children in their population. The new Emergency Department will ensure that adults and children are treated in dedicated separate areas to provide the highest level of care available. Separate resuscitation areas, short stay facilities and acute care areas has been constructed. Sixty (60) new consult bays and fifty (50) new beds have been added to the Logan Hospital Emergency Department.

### Meeting challenges of specialisation:

- Logan Hospital required a nurse call solution that fit with their existing nurse call infrastructure. A legacy Sedco system is installed in the older wards of the hospitals, the new solution needed to work with the legacy system.
- Logan Hospital staff wanted a proven nurse call system that would have longevity in the industry. They also needed a supportive, local agent that would manage Logan Hospital’s nurse call needs.

### Facilities at a glance:

- 316 beds
- Anaesthetics
- Cardiology
- Emergency Medicine
- General Medicine & Surgical Services
- Mental Health
- Neurology
- Obstetrics & Gynaecology
- Orthopaedics
- Paediatrics
- Palliative Care
- Renal Dialysis

## Solution

CarePlus™ was presented to Logan Hospital as a more reliable nurse call solution from a manufacturer that would have longevity in the industry. Logan Hospital were experiencing issues with their original provider, CarePlus™ Gold Partner HCS were able to offer them an improved nurse call solution which would better meet their needs.

The CarePlus™ solution offered interconnectivity with Logan Hospital's legacy nurse call system which was installed in the older section of the facility. This offered the staff of Logan Hospital peace-of-mind that their two systems would be able to work together, allowing for a more economical upgrade path in the future.

HCS displayed CarePlus™ as a future proof and more advanced nurse call solution that would better meet Logan Hospital's needs as they continued to expand. The features of CarePlus™ would offer improvements in workflow and efficiency of caregivers, particularly important in the new Emergency Department of Logan Hospital as the number of patients being cared for had grown significantly due to the expanded beds and facilities now offered.

After a tour of an existing HCS and CarePlus™ hospital in Queensland, Logan Hospital was pleased to choose CarePlus™ for their new Emergency Department. CarePlus™ was installed in 60 new consult bays and 50 new beds in the Children and Adult Emergency Departments.

## Logan Hospital Newly Constructed Emergency Department

The newly constructed Emergency Department features separate Adult and Children's units. Care has been taken in the design to ensure that the Children's area promotes a fun environment with an underwater design and plenty of bright colours (image 2).

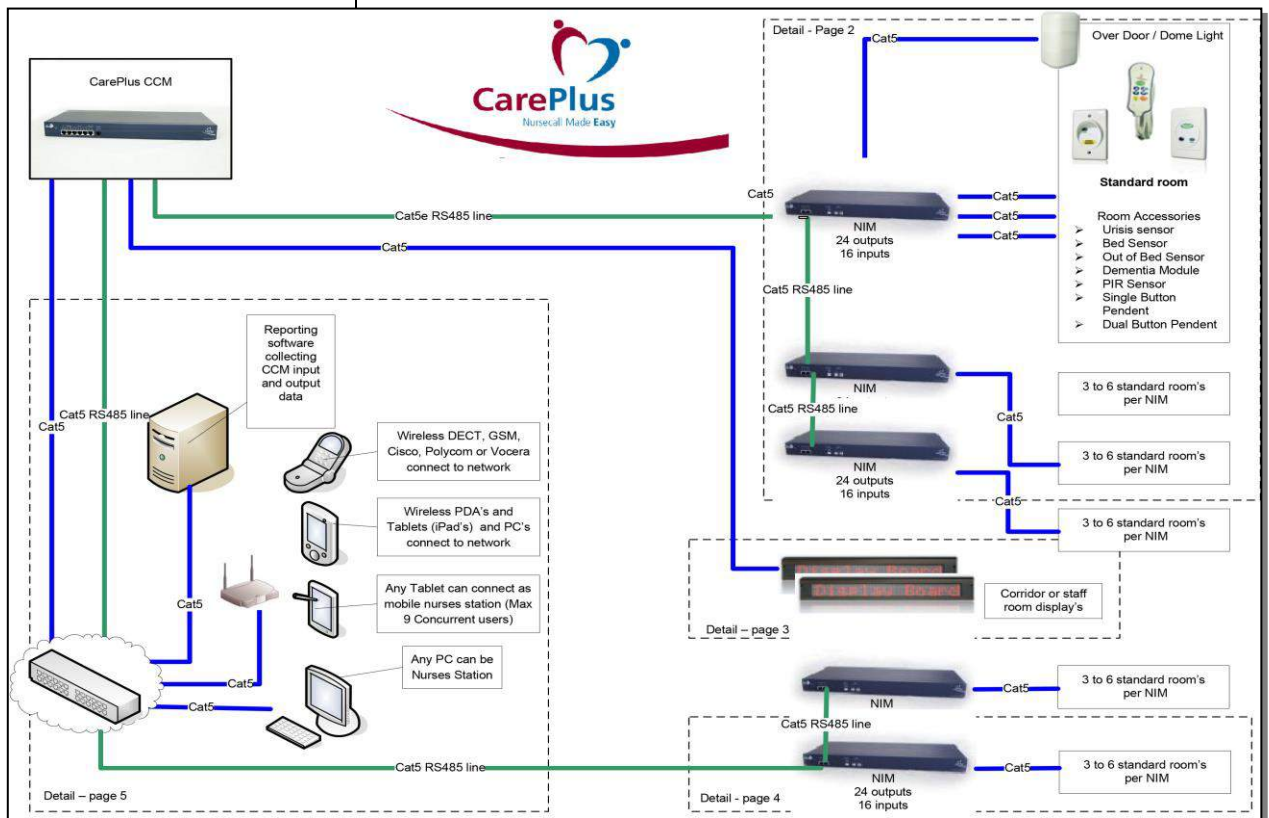
### CarePlus™ Seamless Integration

Mr Aaron Patterson, Project Manager at HCS said;

*"CarePlus™ was the logical choice for Logan Hospital as it was able to seamlessly integrate into the ageing legacy nurse call system and provides extensive interfaces to mobile communications at a future stage, just by upgrading the software."*



## CarePlus™ Ward Configuration



## RESULTS

- Offered an improved nurse call solution for Logan Hospital that was still able to connect to their legacy nurse call infrastructure.
- CarePlus™ provides Logan Hospital an affordable upgrade path because of their backward compatibility to their legacy system. Offering the facility the opportunity to operate on a universal CarePlus™ platform when they decide. This upgrade path is also able to minimise disruption to staff and patients, and eliminates the need for staff retraining.
- Improved workflow and efficiency through an integrated middleware platform that ensures the correct caregiver receives the right message. The easy-to-use CarePlus™ user interface allows Nursing Managers to assign primary, secondary and tertiary contacts for each patient.
- The CarePlus™ solution provided a reliable life safety system for staff and patients at Logan Hospital and is remotely managed by HCS 24 x 7 x 365. Offering hospital staff peace-of-mind that HCS is always available and able to offer support when required.
- Offers a technologically advanced solution that will continue to grow with Logan Hospital into the future as the region's population, and therefore number of patients requiring acute care, continues to expand.
- CarePlus™ is a regulated medical device as legislated by the TGA under the Commonwealth Government Therapeutic Goods Act 1989.