NiQHEALTH
Care Management Information Systems

CarePlus™ an economical, scalable and future-proof solution at Holy Spirit Northside, Chermside QLD

Executive Summary

Holy Spirit Northside
- Private hospital in Brisbane's northern suburbs
- 227 beds

Challenge
- Backward compatibility to legacy nurse call system required
- Providing a system that allows for a scalable and affordable upgrade of wards

Solution
- CarePlus™ CCM replaced Sedco Microbase
- Existing room controllers, displays and call points kept to reduce costs
- Number of multiple priorities increased, enabling hard wire swing bed options

Results
- Minimum cost and disruption to staff and patients to replace legacy system
- Scalable and future-proof nurse call solution that provided immediate technological benefits
- Future upgrade path to CarePlus™ for whole hospital has been mapped out

St Vincent's Health Australia Group

St Vincent's Health Australia (SVHA) is Australia's largest Catholic not-for-profit health and aged care provider. It was first established by the Sisters of Charity in 1857 at Woolloomooloo in Sydney. SVHA aims to bring healthcare to the poor and vulnerable in the community, with many programs committed to providing them with a high level of healthcare. With a commitment to the values of compassion, justice, integrity and excellence SVHA aims to provide person centred care to enable hope for the people they serve.

SVHA's services comprise of 27 facilities on the east coast of Australia. Six public hospitals, eight private hospitals, thirteen aged care facilities and four research institutes are led by SVHA. Every year, there are more than 250,000 in-patients who receive care from SVHA. SVHA encompasses a range of health services including acute medical and surgical services, emergency and critical care, aged and sub-acute care, diagnostics, mental health, correctional health, palliative care, residential care, research and education.

Challenge

The Holy Spirit Missionary Sisters established Holy Spirit Hospital in 1946 in Brisbane. In 1996 the possibility of moving the hospital was discussed, in 2001 Holy Spirit Northside Private Hospital opened in the northern Brisbane suburb of Chermside on a site shared with The Prince Charles Hospital. This was the beginning of the partnership between Holy Spirit Missionary Sisters and the Sisters of Charity, recognised by SVHA.

At the end of 2012, the first stage of their $8M redevelopment at Holy Spirit Northside was completed. The second stage of this redevelopment was completed in early 2013. The focus of this capital infrastructure project was to allow Holy Spirit Northside to provide a higher level of care for patients. Providing innovative healthcare and compassionate healthcare is the vision for the hospital. The redevelopment goal was for Holy Spirit Northside to become the leading provider of cancer care services, this vision was realised through improvements to their oncology unit. To realise these aims, it was important that the hospital had a reliable life safety nurse call system.

CarePlus™ was seen as the most economical and value driven choice for Holy Spirit Northside. CarePlus™ was the only nurse call solution that allowed them to make use of their legacy Sedco equipment, while still gaining technological benefits. This also allowed Holy Spirit Northside to have a scaled and affordable upgrade path without having to close wards down for large periods of time.

Meeting challenges of specialisation:

- Holy Spirit Northside required a nurse call solution that met their requirements for multiple hard wire swing bed operations. Their current Sedco 6000 system, did not allow them to do this.

- Holy Spirit Northside were looking for an affordable solution that allowed them to make use of existing nurse call equipment, while still providing significant technological advantages.

Challenges and technical considerations

A number of technical challenges were faced by HealthCare Communication Solutions (HCS) in designing a CarePlus™ solution to meet the challenges of Holy Spirit Northside.

- The installation and upgrade had to take place in busy hospital wards with minimum disruption to staff and patients, and without removal of all legacy nurse call system components.

- CarePlus™ needed to connect to an older legacy system in all wards of Holy Spirit Northside.

- Solution needed to be scalable and future proof so that it could meet the future requirements of patients and staff at Holy Spirit Northside.

Facilities at a glance:

- 227 beds
- 8 operating theatres
- 15 bed Intensive Care Unit
- Day procedural and endoscopic unit
- Day-of-surgery waiting lounge
- 17 chair day oncology unit
- 24 hour private emergency centre
- Largest private cardiac service provider in QLD
- Heart Valve Team to deliver cardiac care
- Radiology services
- Pathology
- On site pharmacy
- Physiotherapy
- Speech pathology
- Occupational therapy

Quality Installation with Increased Functionality

Maintenance & Engineering at Holy Spirit Northside said;

"We are extremely happy with the quality of the install by HCS, and the added functionality that CarePlus™ has offered Holy Spirit Northside."

Solution

CarePlus™ was presented as an economical solution to get more out of existing legacy system hardware. CarePlus™ allowed multiple hard wire swing bed functionality, which the old system did not allow.

Queensland Gold Partner HCS installed the CarePlus™ Central Control Module to replace the legacy system (Sedco Microbase), while still retaining existing room controllers, displays and call points.

After the successful first install of CarePlus™, Holy Spirit Northside has been able to map out an upgrade path for the rest of the wards. The scalable nature of CarePlus™ allows their nurse call system to be upgraded a ward at a time.
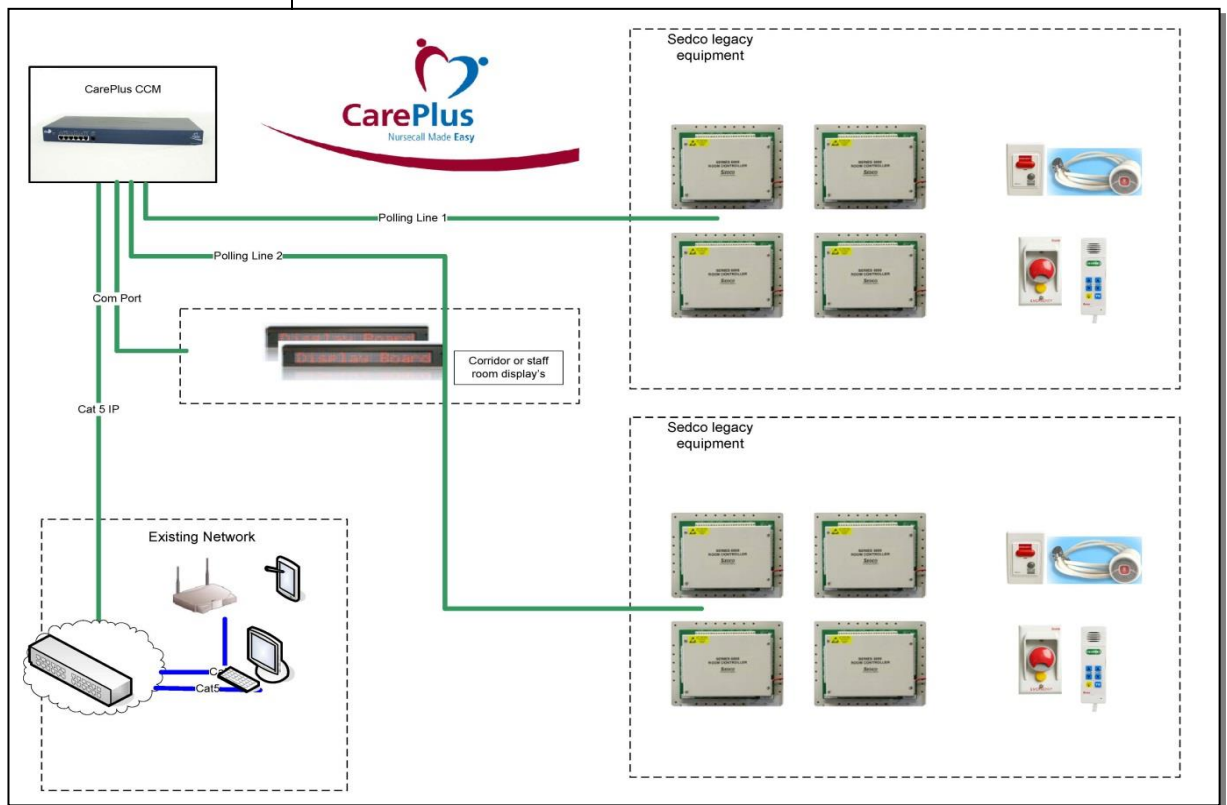
Technical Solution

- Removed Sedco Microbase and replaced with CarePlus™ Central Control Module. Existing room controllers, displays and call points retained, with the option and plan of upgrading these in the future.

- Change to robust TCIP delivery of emergency calls to CarePlus™ over old daisy chain 485 network.

- Provide remote login enabling regularly required configuration changes to meet operational needs. Remote viewing of CarePlus™ CCM and diagnostics enabled for hospital engineering staff.

- Increased number of multiple priorities enabled with the CarePlus™ CCM, allowing hard wire swing bed options previously unable to be done with Sedco Microbase system.

Holy Spirit Northside Private Hospital

An Affordable Solution

Mr Aaron Patterson Project Manager at HCS said;

"CarePlus™ gave the hospital an affordable upgrade path from their legacy nurse call install. The CarePlus™ system integrated seamlessly into the reusable cabling infrastructure allowing for a greatly reduced down time in their critical care services during install".

Micro Base Upgrade to CarePlus™

RESULTS

- Installed the CarePlus™ nurse call system while still retaining some existing parts of the legacy system with minimum cost and disruption to staff and patients.

- HCS' CarePlus™ solution eliminated the need for staff retraining due to the backward compatible nature of the CarePlus™ system.

- Improved call logging and call management processes with the introduction of the CarePlus™ nurse call solution.

- Provides a scalable and future-proof system that will grow with technological change at Holy Spirit Northside.

- The CarePlus™ solution provided immediate technological benefits, previously unavailable at Holy Spirit Northside.

- CarePlus™ upgrade path for the remaining hospital wards has been mapped out by HCS for Holy Spirit Northside's needs. The backward compatible nature of CarePlus™ allows for a scaled and affordable upgrade plan.

- HCS have been contracted to begin further CarePlus™ upgrades at Holy Spirit Northside.