

# CarePlus™ Meeting the Future Care Needs of Regional WA at Saint John of God Bunbury Hospital, Bunbury WA

## Executive Summary

### SJOG Bunbury Hospital

- Private hospital, in South West of Western Australia
- 120 beds

### Challenge

- Backward compatibility to legacy nurse call system required.
- Minimum disruption to hospital and patient care during upgrade.

### Solution

- CarePlus™ CCM replaced legacy nurse call system in selected wards.
- Existing room controllers kept in some wards to reduce cost.

### Results

- Minimised initial cost by retaining room controllers from legacy nurse call system.
- Remote login and maintenance capabilities to improve response time to regional area.
- Scalable and future-proof Nurse Call solution as the hospital continues to grow and South West community expands.

## 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 Bunbury Hospital is located in Bunbury, the third largest city in Western Australia, 180 kilometres south of Perth. The hospital is co-located with the Bunbury public hospital. Established in 1927, Saint John of God Bunbury Hospital is a 120-bed hospital offering acute medical, surgery, day stay, maternity, palliative care, renal dialysis, oncology and other community based services.

In 2011, a \$35.9 million expansion began at Saint John of God Bunbury Hospital. This project was co-funded by the Commonwealth and State Governments, and Saint John of God Health Care. The expansion included a comprehensive Cancer Centre, a Coronary Care Unit, expansion of the Renal Dialysis Unit, and off-campus accommodation for radiotherapy patients.

Saint John of God Health Care is focussed on improving the experience of patients living in the South West of Western Australian, through an increase to the amount of beds and improvements to high level care capabilities within regional Western Australia. The increased capacity, technology and facilities should also attract new and resident medical specialists to the South West region.

To suit the improved facilities and increase technological capabilities, Saint John of God Bunbury Hospital was looking for an improved Nurse Call solution. This solution had to meet the current needs of the hospital, and also be able to expand and grow to suit future requirements.

### CarePlus™ Highly Regarded in Saint John of God Bunbury Hospital.

Mr Nigel Page from SJOG Bunbury Hospital said;

*“After an upgrade to the legacy Sedco system in 6 old wards, CarePlus™ has fixed all the issues we used to experience.*

*We are very happy with CarePlus™ in the 5 new wards, it's been working flawlessly for 2 years.*

*The service we have received from ELA has been excellent, and we're happy to recommend both ELA and the CarePlus™ product”*

#### Meeting challenges of specialisation:

- Saint John of God Bunbury Hospital required a nurse call solution that allowed them to replace their legacy Sedco nurse call system in some wards, and keep parts of the ageing legacy system in other wards. Allowing the cost of upgrade to be spread over several years.
- Saint John of God Bunbury Hospital was also looking for a non-disruptive upgrade to their legacy nurse call system which would not reduce their occupancy rate.
- Nurse call solution needed to be scalable and able to meet the future needs of Saint John of God Bunbury 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 Bunbury Hospital.

- CarePlus™ was required to connect to a legacy system in six wards of Saint John of God Bunbury Hospital, in five wards this system was completely replaced with the CarePlus™ solution. All wards needed to connect to a universal CarePlus™ platform.
- The installation and upgrade had to take place in busy hospital wards with minimum disruption to staff, patients and importantly bed availability.

#### Facilities at a glance:

- 126 in-patient beds
- 5 operating suites
- Birthing suite
- Maternity ward
- Acute medical / surgery wards
- High Dependency Unit
- Day Procedure Unit
- Palliative Care Unit
- Hydrotherapy Pool
- Allied Health with Physiotherapy, dietetics, social work and Occupational Therapy
- General and specialist medicine and surgery
- Paediatrics
- Renal dialysis
- Sleep studies

**CarePlus™ a future-proof solution for Saint John of God Bunbury.**

Mr Todd Emery, General Manager at ELA said;

*“CarePlus™ offered a solution to use existing infrastructure to upgrade from the Sedco legacy system to CarePlus™ Nurse Call System that was easy to install and caused minimal disruption to SJOG Bunbury. A success for ELA, CarePlus™ and SJOG Bunbury”*

**Solution**

CarePlus™ was presented as a future proof Nurse Call solution to replace all ageing legacy equipment. Saint John of God Bunbury Hospital chose CarePlus™ as it would meet the hospital’s growing needs into the future.

The first step in upgrading Saint John of God Bunbury Hospital was to upgrade the old nurse call system. This was done through a head end replacement which results in minimum disruption with a 60 second connection time. The legacy Sedco Head End Controller was replaced with the new CarePlus™ CCM which drives the existing patient and staff stations (call points). These call points could then be programmed for replacement in a non-disruptive program. Meaning there is no ward down time for head end installation.

This successful installation allowed Saint John of God Bunbury Hospital to run on a universal CarePlus™ platform, improving workflow and efficiency within the hospital.

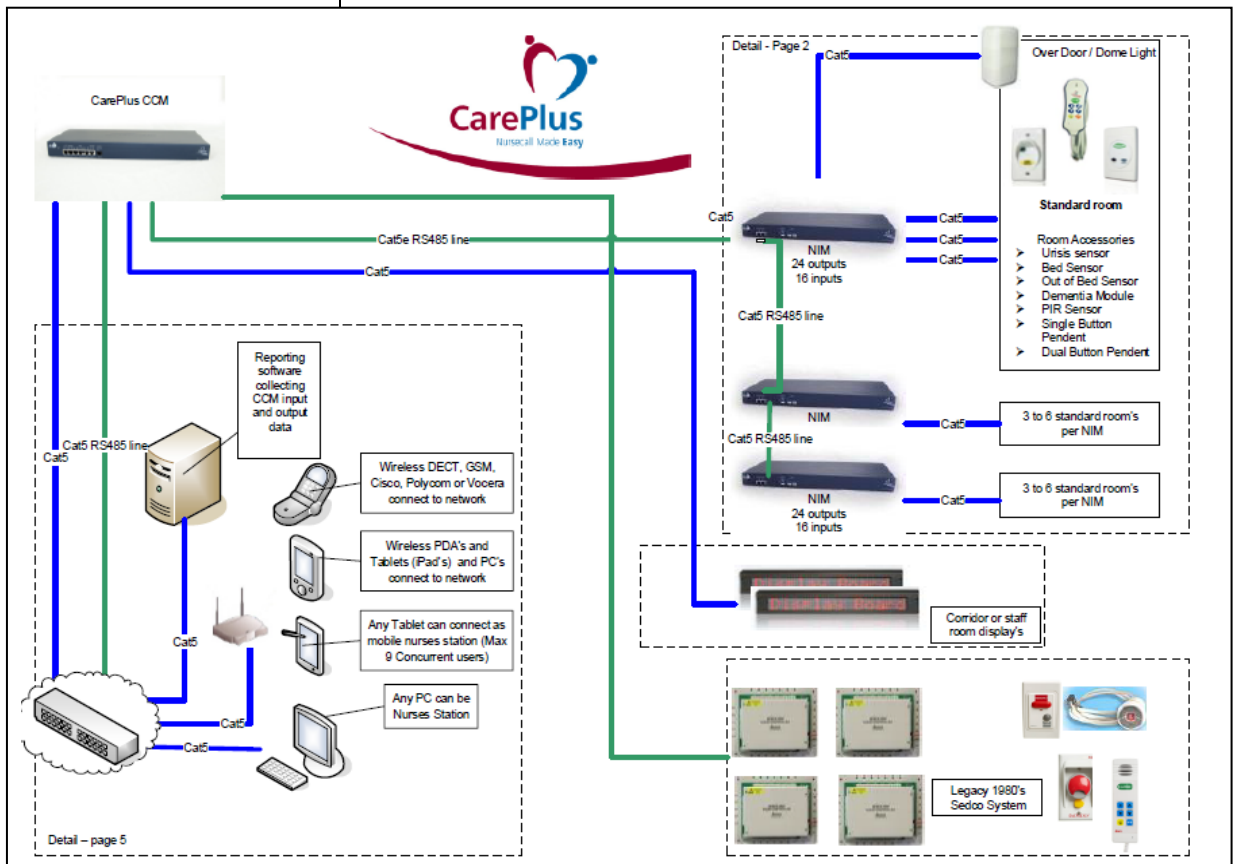
**Technical Solution**

- Removed Sedco legacy system and replaced with CarePlus™ Central Control Module (CCM) in selected wards.
- In remaining wards at Saint John of God Bunbury Hospital some parts of the legacy system were kept and integrated into CarePlus™.
- Provide remote login enabling regularly required configuration changes to meet operational needs and maintenance to be carried out remotely, particularly important due to the regional location of the facility.

**Artistic Impression of SJOG Bunbury Redevelopment**



## Basic Ward Configuration



## RESULTS

- Installed the CarePlus™ nurse call system while still retaining some existing parts of the legacy Sedco system. This minimised disruption to staff and patients, and the need for staff retraining.
- Comprehensive call logging enabled and call management processes were improved with the introduction of the CarePlus™ nurse call solution into Saint John of God Bunbury Hospital.
- 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.
- Provides a scalable and future proof system that will grow with technological change at Saint John of God Bunbury Hospital for decades ahead.
- ELA continue to upgrade various wards from legacy equipment to the full CarePlus™ nurse call solution, providing efficiency and workflow improvements at Saint John of God Bunbury Hospital.
- The cost of upgrading their nurse call system was spread over multiple financial year budgets, due to the backward compatible nature of the CarePlus™ solution.