



Industry

Healthcare

Daily Use

- Everyday management of the hospice

Solution

- Create an efficient channel of communication between patients and healthcare workers
- Improve communication with the administrative departments of the hospital and between social and healthcare workers

Results and Benefits

- More precise calls and timely intervention
- Remote cooperation
- Time-saving

Spectralink Wireless Solutions Helps the F.A.R.O. Foundation Hospice to Improve Their Responses to Patient Requests

The F.A.R.O. Foundation

The F.A.R.O. Foundation was established in 1983 by a number of doctors, and in 1989 the first program of home-based palliative care for cancer patients at an advanced stage of their illness was started. In 2001, the first hospice was opened on the San Vito Hospital (part of the Molinette hospital complex in Turin).

At the present time, the F.A.R.O. Foundation assists patients suffering from chronic degenerative diseases for which no active therapy is available. Its objectives are: to ensure the centrality of the patient and support the patient's family; to deal with symptoms and enhance the patient's quality of life, to integrate the various occupational skills involved and optimize team work, which is the key to palliative care.

Choosing a Reliable Partner for the Communication Solution

On the 18th of April 2012, the F.A.R.O. Foundation opened the 'Ida Bocca' Hospice on the San Vito Hospital with 20 beds.

When the time came to decide what solution should be adopted for communication between patients and healthcare workers, a new system that would ensure a more rapid and efficient response to the patients requests for assistance was considered.

The premises of the 'Ida Bocca' Hospice are extensive and the wards are arranged in a horse-shoe shape, therefore the F.A.R.O. Foundation looked for a solution that would make it easy to identify the rooms of patients' requesting assistance and in need of immediate comfort.

The F.A.R.O. Foundation asked the Molinette employees for guidance about choosing a communication solution well suited to their needs, since it would make sense to use the same communication supplier as them, working in the same premises. The Molinette Hospital has for years worked with Honéro S.r.l., a firm that supplies communications and Alarm Management solutions in many different fields, from industry to healthcare.

Honéro has adopted the Flexvalley Alarm Management Platform (AMP), an innovative solution that is sending messages to handsets and automatically triggering the responses required.

Having noted the requirements of the F.A.R.O. Foundation, Honéro proposed the solution as the best possible solution for monitoring and managing the Hospice's wards.

"The objective of the F.A.R.O. Foundation is to ensure the best quality assistance for its patients and their families. By adopting the innovative solution, the communication between the employees at the 'Ida Bocca' Hospice has become more rapid and without pointless time-wasting. The communication between healthcare workers and the patients is also improved and there is a faster response to patients' requests."

— Dott.ssa Gloria Gallo, Manager of Hospice

Spectralink DECT Solutions for the F.A.R.O. Foundation

The solution provided by Honéro consists of a Spectralink DECT Server 8000, 14 Spectralink DECT handsets and the AMP application from Flexvalley which links the classic call system at each patient's bedside with Spectralink DECT Handsets. Following interoperability tests with the AUSTCO system used within the hospital, the correct interface module was issued, enabling the AMP platform to link up the room-based call system and the solution.

How the System is Used and Its Advantages

Using the solution, healthcare workers are now immediately aware of patients in need of help, because they receive the patients' requests directly on their handsets.

And there are other advantages. The Spectralink DECT solution offers great advantages to all employees, both caretakers as well as the administrative staff. It has also led to greater efficiency in the normal administrative processes.

F.A.R.O. Foundation has in fact noted faster communication among all employees, with the result that critical situations are managed right away.

Looking to the Future

The solution we have chosen can be extended and adapted to future requirements, both in terms of IP SIP telephony and in integrating new protocols into the AMP platform. The F.A.R.O. Foundation will continue to use Spectralink DECT solutions, with special reference to the Spectralink DECT handsets, which are very suited to sensitive environments such as hospitals. This is because Spectralink DECT handsets include "man down" and "no movement" detectors, which are very valuable when e.g. employees are working alone during the night, and because the membrane keypad of the Spectralink DECT handset is disinfectant resistant to bactericides. In addition, our first Hospice, built ten years ago, will soon be modernized, and this kind of patient care solution will certainly be taken into consideration, says Dott.ssa Gloria Gallo, Manager of Hospice.

To find out how Spectralink can help your organization, visit us at spectralink.com or speak with a Spectralink Account Representative.

Partner

Honéro S.r.l.
www.honero.it



Partner Solution

Flexvalley Alarm Management
Platform (AMP)



Product Listing

- Spectralink DECT Server 8000
- Spectralink DECT Base Station
- Spectralink DECT Repeaters
- Spectralink DECT Handsets

About Spectralink

Spectralink, a global leader in wireless solutions, solves the everyday problems of mobile workers through technology, innovation and integration that enable them to do their jobs better. By constantly listening to how customers move through their workdays, Spectralink is able to develop reliable, enterprise-grade voice and data solutions and deliver them through a powerful, durable device.



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