

Greater Manchester Mental Health NHS Foundation Trust (GMMH)



Greater Manchester Mental Health NHS Foundation Trust (GMMH) provides in-patient and community-based mental health care for people living in the Greater Manchester, Salford, and Trafford areas, including a wide range of specialist mental health and substance misuse services across the north west of England and beyond.

The Trust employs 4,750 staff members who deliver services from more than 130 locations, serving approximately 53,000 clients each year. As an NHS hospital, GMMH provides services 24x7, 365 days of the year.

As De Araujo recalled, “We needed a mobile solution that could not only withstand the rigors of a healthcare environment, but provide staff with immediate access to critical data, facilitate collaboration and improve decision making among care teams.”

When it was time to reevaluate their clinical communication solutions, GMMH found many of the devices in the market required extensive configuration to interoperate with their Skype for Business platform. In addition, during testing, many devices didn't deliver the voice quality or roaming capabilities they were looking for. GMMH's communication partner, BT, understood their needs and invited Spectralink to demonstrate how their Digital Enhanced Cordless Telecommunication (DECT) mobile phones would “tick all the boxes” on Andre's requirements list. Spectralink was one of the only solutions that could provide GMMH with a frictionless transition from Call Manager to Skype for Business.

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– Andre de Araujo, Head of ICT for GMMH

Industry

Healthcare

Overview

Andre de Araujo, Head of ICT for GMMH, knew that the kitchen, transport and ward staff needed clinical mobile devices that not only integrated with the GMMH Skype for Business unified communications platform, but also allowed employees to communicate with their colleagues in real-time, even while roaming between facilities. He evaluated several offerings from traditional voice vendors, but couldn't find a secure, scalable solution that provided robust mobility and seamless integration with Skype for Business.

Solution

- DECT for 80 staff and growing
- Handsets 7212
- Server 6500
- SFB

Benefits

- Ease of admin through single user interface on SFB server and staff being contactable in difficult areas of the hospital
- Mistake was starting small with 400 server then moving to the 6500
- IT simply works and is continuing to expand

Trading in a “clunky solution” for one that is “seamless and easy”

Andre envisioned having a portfolio of clinical mobile devices that featured a long battery life, so nurses, porters and cleaners could easily hand over their devices to new staff at the start of their shifts. While GMMH had been using a Polycom solution, it didn't provide the functionality, durability and compatibility with Skype for Business now required.

“We tested Polycom's DECT cordless phones and other systems but none of them tied into the Skype for Business platform for user accounts and staff IDs as well as the Spectralink solutions,” Andre notes. “With the Polycom phones, you had to get an IP phone and attach it to something else. Before you know it, you're spending an additional 400-500 pounds on a clunky solution.

“The Spectralink solution is really seamless and easy,” Andre continues. “It goes straight into Skype and piggybacks off all the users. You don't have to do the configuration on the SBC, which was a requirement with all the other devices we tested. The Spectralink solution simply runs within Skype, which is exactly the simplicity what we wanted.”

Testing Spectralink's capabilities with GMMH's toughest critics

The Spectralink team worked with GMMH to set up a proof of concept using Spectralink handsets and servers. They engaged test sites in the Manchester clinics using Spectralink's 400 IP_DECT server, which supports 12 simultaneous calls and 30 users as a single or multi-cell solution.

“We tried several wireless mobility solutions. But most importantly for us, since we were deploying Skype for Business, was the need for seamless integration with the applications and administration of users through a single console,” Andre recalls, “Spectralink was the only provider to deliver this functionality and address our roaming needs.”

Andre also invited his IT team to test the Spectralink devices themselves - arguably the toughest critics when it comes to evaluating technology investments. Andre was pleased to discover how much his IT colleagues enjoyed using them.

“IT originally tested the Spectralink devices and liked them so much that they wanted to keep them,” Andre recalls, “They liked how they can take their Spectralink phone to another site within the GMMH campus, and it just kept working!”

Expanding GMMH's portfolio to meet enhance staff productivity and morale

Healthcare organizations across the country are faced with budget constraints and a shortage of qualified care professionals. Andre discovered that when his staff had access to Spectralink devices they no longer had to interrupt their rounding in order to return to the nurse's station to make or answer a call.

“Spectralink's devices really enhanced our care teams' productivity as they did their rounds,” Andre notes. “They empower our team to communicate, collaborate and exchange critical information securely, while on the go. This boosts team morale while minimizing time wasted chasing down information or resources.”



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Previously, GMMH's staff weren't able to have mobile devices with them in restricted areas such as patient wards or pharmacies. This policy was put in place to avoid the risk of patients making outside calls or inappropriately accessing confidential patient information. Spectralink's mobile devices can be "locked down" when not in use, allowing staff to have them while in restricted areas and use them in case of an emergency – which was considered a significant benefit to all staff, who felt at ease that they could summon help and assistance instantly.

"Security is critical in healthcare environments, as is a quiet environment to facilitate patient recovery," Andre observes. "We needed to eliminate pagers since the constant alerts and alarms were disruptive to their patients' recovery. Yet, having mobile devices in restricted areas posed too much risk. With Spectralink, our staff can put the devices in "lock down" mode and still have them available to use in an emergency. That's a real game changer for us."

GMMH continues to expand their footprint to meet the increasing requests from their staff to access to the Spectralink mobile devices – and their portfolio now includes approximately 80 handsets and 20 base stations with plans to expand. And with Spectralink's dedicated support and detailed user guides, setting up additional devices is simple.

"Setting up the phones is actually very straightforward; we did it all ourselves," says Andre. "I can honestly say that we haven't had a single problem with them."

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Maximizing uptime using Spectralink's enterprise mobile solution has never been faster, easier, or more direct. Learn more at www.spectralink.com.

About Spectralink

As an award winner in mobile technology, Spectralink has been transforming the way our customers work and communicate for 30+ years. Through our determination to do extraordinary things, we enable mobile workforces and empower our customers and partners to explore what's next, what's possible. With our enterprise grade, best-in-class mobile solutions, we are with our customers wherever they work, however they need us. Our people, commitment to innovation and our passion are our foundation for success.

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