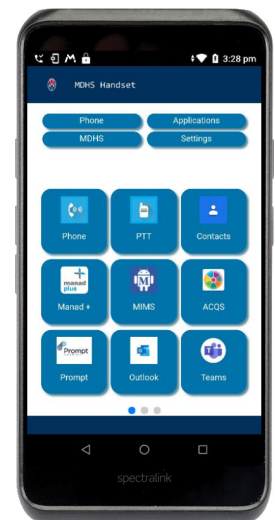


Delivering healthier communications in long-term care for Maryborough District Health Service



For the Maryborough District Health Service (MDHS), the Spectralink Versity 95 Series UC (unified communications) enabled smartphone, purpose-built for healthcare environments, makes all the difference for life-critical care. Not only has it improved team collaboration, but the solution has streamlined access to resident records and has helped facilitate information capture at the point of care. Overall, Versity 95 has modernized the clinical workflows and communications in this fast-paced long-term care environment.



Healing communication challenges with leading UC solutions

As a health and long-term care services provider, MDHS serves more than 9,000 residents across all stages of life, from pre-natal and new-born babies to long-term care residents. With more than 450 staff across its three campuses in Dunolly, Avoca, and Maryborough, consistent, reliable communication and access to resident information is critical to help MDHS provide exceptional care every day.

As part of a broader redevelopment of its facilities, MDHS identified a need to upgrade its communications system and deliver greater connectivity and ease of access to clinical records for staff onsite. MDHS was operating with an outdated on-premises communications system that lacked the capability for clinical staff to capture critical information at the point of care. MDHS needed to upgrade to a system that delivered greater flexibility and agility to its staff and enabled them to access clinical systems from anywhere in the three facilities while they were actively caring for residents.

Prescribing the right communication solution

After comparing the devices available in the market, MDHS chose the Spectralink Versity 95 clinical smartphones. Versity 95 was chosen because it delivers a combination of benefits within a single, compact, and easy-to-use form factor. Versity 95 is lightweight and portable yet still incredibly rugged, so it is easier for MDHS clinical staff to move with across facilities than other potential solutions such as tablets and computers on wheels, where drops onto concrete or pavement might prove fatal to those less durable solutions. Spectralink Versity 95 was also



selected for its capacity to facilitate additional workflows in the future, such as barcode scanning and Nurse Call integration.

As part of the solution rollout, MDHS conducted a wireless survey and network review before making critical infrastructure changes to optimize its sites and systems. The feedback received helped to deploy a more secure network infrastructure while also delivering clearer paths for the mobility solution rollout across sites. The rollout was completed during COVID-19 lockdowns, which was quite a challenge for the implementation team and MDHS.

“Upgrading to a mobile communications system lets MDHS improve its clinical documentation and level of resident care by reducing the foot traffic needed to access devices at nursing stations.”

– David Edwards, deputy CEO, Maryborough District Health Service

However, the use of collaborative tools and comprehensive presentations to support change management helped to streamline the process and meet the completion deadline.

Spectralink Versity in action

Prior to implementing the Spectralink Versity 95 solution, MDHS nurses and clinical staff needed to walk back and forth to stationary phones and computers located in office spaces and nursing stations to complete relevant clinical paperwork, taking up valuable time. Often, these were in inconvenient locations and created challenges for nursing staff competing at the end of a shift trying to gain access to devices to complete essential resident care paperwork.

Industry

Healthcare/Long-term care

Overview

Australian-based Maryborough District Health Service needed to facilitate greater ease of access to clinical systems and records at the point of care in its busy long-term care facilities as too much time was being wasted by staff needing to travel back and forth to nursing stations to contact care teams and access resident information. They decided to accomplish this by migrating to a United Communications (UC) solution, ideally one that was purpose-built for fast-paced clinical environments and that would enable clinical staff to communicate more accurately and effectively across three long-term care campuses while also delivering access to clinical systems like Management Advantage.

Solution

- Spectralink Versity 9540 smartphones
- Spectralink AMIE Advanced providing device analytics and fleet management

Benefits

- Complement to and more mobile than nursing station computers and computers on wheels
- UC-enabled to improve communication across long-term care facilities
- Provides rapid access to essential resident information and clinical records at the point of care

However, through integration with Microsoft applications on the Versity 95 that staff have in hand, the MDHS team is now able to facilitate general communications among care teams, including emails, texts, and videos. Simultaneously, Versity 95 also provides the MDHS nursing staff ready access to clinical applications for improved productivity in its long-term care facilities. This solution enables clinical staff to be more mobile and able to respond to incidents in real-time. In addition, the Versity 95 provides nursing staff with a Push-to-Talk (PTT) functionality, which helps to ensure rapid response and support to any residents who experience a fall or otherwise need assistance.



“From both a nursing and resident perspective, Spectralink Versity has been a game changer. It lets our staff be more mobile and contactable.”

– David Edwards, deputy CEO, Maryborough District Health Service



Progress since implementation

While the Versity 95 smartphones are mainly used by nursing staff to improve communications and provide rapid access to resident records and clinical information, they can also be used by supporting clinical and administrative staff to help with their workflows.

And, since implementing the Spectralink Versity 95 solution, MDHS has also reduced the amount of overhead noise in its long-term care facilities. By allowing caregivers to contact each other directly using the Versity 95 via secure text messaging or crystal clear, reliable voice calling.

The Spectralink Versity 95 clinical smartphone rollout across the Dunolly, Avoca, and Maryborough long-term care campuses is part of the first phase of a broader healthcare service upgrade for MDHS. As part of its future upgrade, MDHS and Spectralink, alongside its distributor Wavelink, are reviewing the potential to incorporate additional critical alerting and event management features into the existing device rollout. This will help streamline staff assist alerts, nurse calls, and associated workflows.

About Maryborough District Health Service

Maryborough District Health Service (MDHS) is progressive rural healthcare provider in the heart of the Central Goldfields region in Victoria, providing care across all stages of life from pre-natal and new-born babies to long-term care recipients, and their families and carers. MDHS provides a wide variety of medical services, from acute and urgent care to maternity, oncology, and surgical services, as well as allied health services, community services and residential long-term care.

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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