

Superior, durable smartphone design and leading voice quality saves time, reduces stress, and improves overall satisfaction in a fast-paced, demanding hospital environment.



A 335-bed Florida-based hospital consistently ranked among America's 50 best hospitals, provides world-class care to their patients and community. Hospital administrators understood their teams needed to be equipped with reliable, durable, and easy to use clinical phones to stay connected and get the job done. This hospital deployed Spectralink Versity 95 enterprise smartphones and has solved many of the durability and call quality problems that plagued staff with previous solutions, leading to decreased time spent troubleshooting devices, improved communication among care teams, and fewer administrator headaches.

The Previous Environment

Users and administrators alike were unsatisfied with the existing mobility solution. This competitor enterprise device was clunky, prone to breaking, and consistently dropped calls, leading to user frustration and costing administrators hours of valuable time troubleshooting issues and sending back devices. Also frustrating were consistent call quality issues, including regular complaints of dropped calls. With poor call quality, nurses could not rely on the devices to receive orders and communicate with providers meaning these investments often sat in desks.

Further, doctors would refuse to call their care teams because of the poor call quality. This meant that a physician would have to rely on a nursing station to communicate and give orders to care teams, which would waste valuable time not only for physicians but for operators and unit clerks trying to track someone down, and nurses who now had to return to nurse stations every time they needed to reach a provider.

On average, administrators were replacing 6-10 cracked phones a month. With the Spectralink Versity 95, this number has been reduced to one phone or less every few months.

Industry

Healthcare

The Problem

Poor call quality on current competitive devices led to wasted time and limited communication amongst care teams as well as headaches for administrators. Broken devices meant user frustration and considerable time spent returning phones.

Solution

- (385) Versity 9540 Series smartphones
- (385) spare batteries
- (385) device clips
- (194) desktop chargers
- (50) charging base stations
- AMIE Advanced
- Additional device purchases to come

Benefits

- Thin, lightweight, portable devices nurses want to carry
- Rugged form factor that saves user frustration from breaks and reduces time spent returning devices
- Reliable call quality for care team collaboration that saves time traveling between nurse stations to communicate/give and receive orders
- Easier device copy configuration process
- Hot swappable batteries for reduced downtime
- Insights with AMIE Advanced
- Integration with symplr

Something needed to change to ensure that the staff was able to communicate securely and reliably via voice and text on devices that would not break.

From Frustration to Satisfaction

Working together with symplr® (formerly Halo), a selection team reviewed device options, and the choice was made to go with the Spectralink Versity 95 smartphones.

Now that physicians are able to reach nurses directly on the Versity 95, time is saved, frustrations are eased, and the workflow and communication between nurse and provider is dramatically improved.

The size and bulkiness complaints also vanished once the Versity 95 devices were deployed. Plus, with the optional addition of a clip, the Versity 95 is much less likely to fall out of a pocket. And, if they do fall out of a pocket, they rarely break.

The hot swappable battery enables the Versity 95 to remain in session and connected to the Wi-Fi network, saving staff valuable time, not only for the user who needs to swap on the go during a busy shift, but also for the administrator who often had to get the previous device back on the Wi-Fi network when users attempted to swap batteries mid-shift. The previous solution did not have this capability and the team was shocked by the time saved each day with the hot-swap capabilities of the Versity 95.

Further, users have tested the Spectralink Versity 95 smartphones in every stairway and elevator in the hospital, including areas where previous solutions never worked, and they stayed connected with exceptional call quality.

Versity 95, the Right Choice

The Versity 95 clinical smartphone has drastically improved communication between care teams, with providers now able to reliably and securely connect to the nurses through secure texting or voice call. Administrators are saving valuable time not having to return broken phones. And, when they do need to swap out a device, copy configuration on the Spectralink Versity 95 is much easier through the AMIE® Advanced dashboard than previous solutions. Plus, with a smoother return process, time and frustrations are eased when ensuring that the hospital has a fully operational fleet and satisfied users.

Overall, this hospital is very happy with their new Spectralink solution, and may look to expand use to more intensivists and hospitalists in the future.

“The ability to how swap the batteries is outstanding. It’s unsurpassed in the industry. That fact that you can pull that battery out, it doesn’t turn off, you can put another batter in and you’re ready to go. That is huge, huge, huge!”

— Desktop Engineer

“The Wi-Fi on the Spectralink device is far superior. The placement of the antenna is more efficient, and it even held a signal outside the facility several hundred feet away from an AP, so its ability to stay connected is awesome.”

— Telecom / Network Engineer

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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