

## Creating a Healing Environment

For hospitals throughout the nation, wireless communications has become an increasingly integral tool for delivering timely, high-quality medical care to patients. Eliminating overhead paging systems has wide-ranging benefits for both patients and healthcare providers, chief among them is providing a more restful and healing atmosphere for patients. Physicians and nursing staff benefit from improved efficiency and a less stressful work environment, which in turn has the potential to reduce medical errors.

Catholic Healthcare West (CHW) is a healthcare system of more than 40 hospitals and medical centers in California, Arizona and Nevada and premises-based mobile technology has long been an important component of the organization's IT strategy. In fact, Polycom's SpectraLink wireless telephone system is installed at 23 CHW facilities in California.

### "Unwiring" Arizona

In Arizona, CHW's East Valley region consists of the 225-bed Chandler Regional Medical Center (CRMC), the 182-bed Mercy Gilbert Medical Center (MGMC) and three local urgent care facilities. CHW administration began implementing wireless solutions in a neighboring region in 2003 at St. Joseph's Hospital and Medical Center in Phoenix but ran into obstacles that limited the effectiveness of the deployment.

"In planning for the opening of Mercy Gilbert Medical Center, we wanted a wireless telephone system that had a strong record of reliability and was cost effective. SpectraLink was the best choice since it provides us with flexibility and has been very well received by all of our staff," says Laurie Eberst, president and CEO of Mercy Gilbert Medical Center.

Upon choosing Polycom's SpectraLink® solution, CHW deployed more than 200 handsets with excellent results.

### A Healing Atmosphere

From the design through the building phase of MGMC, managing the level of noise in patient care areas was a high priority. For example, all patient hallways are carpeted, cleaning machines are equipped with a silencer and the only overhead paging system is used for emergencies. Polycom's SpectraLink line emerged as the best solution to address two main hospital goals: efficiently improve internal communications while meeting the facility's requirements for reduced noise.

## Catholic Healthcare West

### Business Challenge

Create a healing environment for patients and reduce stress for hospital staff by minimizing noise throughout the hospital facility; improve the efficiency of internal communications.

### Solution

Polycom SpectraLink® wireless telephone implementation

### Daily Use

Nursing staff at Arizona's Mercy Gilbert Medical Center carry wireless SpectraLink phones that allow for direct connection with physicians, patients, and families. The phones give staff members immediate access to each other and to patients, enabling physicians to contact nurses directly for orders and the pharmacy to connect directly to nurses for almost instant answers to questions about patient medications. Nurses don't miss calls or waste time traveling between the nurse station and patient rooms.

### Business Result

Thanks to the SpectraLink phones, overhead paging has been almost completely eliminated at the hospital, resulting in an improvement in patient satisfaction. Communication between patients and caregivers and among caregivers has been improved because they can contact each other quickly and efficiently.



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TOGETHER, GREAT THINGS HAPPEN.

Today, nursing staff carry wireless SpectraLink phones that allow for direct connection with physicians, patients, and families. This means that staff members have immediate access to each other and to patients, allowing physicians to contact nurses directly for orders and the pharmacy to connect directly to nurses for almost instant answers to questions about patient medications. In addition, nurses no longer miss calls or waste time traveling between the nurse station and patient rooms.

Eberst explains the advantages of the SpectraLink solution. "The SpectraLink handsets are small and light and offer a variety of carrying options. They have also proven to be reliable and durable, and the liquid damage warranty has contributed to significant cost savings."

In addition, CHW IT staff was impressed with the ability to simply "speak" the names of users or departments into the phones and be automatically connected, a capability that is available from all handsets on premise, including the wired handsets. With an SDC IntelliSpeech recognition system connected to the CHW PBX, the speech recognition success rate is more than 95 percent. The administration of the speech system is included in the maintenance agreement and performed as a service by SDC. All that is required of CHW IT personnel is to email a list of the user names and extensions to SDC which remotely accesses the CHW speech server and loads professionally recorded names into the system on CHW's behalf.

#### Further Integration

At MGMC, the next step was to expand the integration of the SpectraLink solution with the hospital's nurse call system. Emergency notifications now also go through the SpectraLink phones, eliminating almost all of the overhead pages in the facility. In addition, caregivers have the ability to return patient calls through their bedside speakers, creating even greater efficiencies. Further down the road are plans to integrate SpectraLink into patient monitoring devices, allowing the devices to send alarms directly to caregivers via the wireless phone system.

As a result of the successful SpectraLink deployment at MGMC, CHW's East Valley leadership is now installing the same solution it uses at MGMC at its CRMC facility.

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Laurie Eberst  
President and CEO  
Mercy Gilbert Medical Center

#### About Catholic Healthcare West

Catholic Healthcare West (CHW), headquartered in San Francisco, Calif., is a system of more than 40 hospitals and medical centers in California, Arizona and Nevada. Founded in 1986, CHW is the eighth largest hospital system in the nation and the largest not-for-profit hospital provider in California.

We are committed to delivering compassionate, high-quality, affordable health care services in a compassionate environment that is attuned to every patient's physical, mental and spiritual needs. The CHW network of more than 9,500 physicians and approximately 50,000 employees provides quality health care services during more than four million patient visits annually. In 2007, CHW provided more than \$922 million in community benefit and free care for the poor.



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