Case Study:

Evolving Hospital Telephony

How Gibson Teldata Enhanced Healthcare Telephony For A Community Hospital

Sullivan County Community Hospital: About The Case

Medical care institutions never take a break, and neither can their communications systems. For the Sullivan County Community Hospital, a member of the Indiana Rural Health Association (IHRA), this was one of the driving factors behind a recent decision to replace their aging Nortel Option 51 with a modern IP-based telephony system that can grow with their expanding needs.

A Mitel-Based Solution To Imprive Community Care

As the hospital expands, the Mitel solution not only gives them the ability to add and move whole departments easily, it also provides options to integrate their phone system with long-term business strategy to innovatively defray costs.

In contrast to the Cisco Solution, Mitel could take advantage of a fiber connection to their new facility, some two miles away, that was already planned to support data connectivity. Add to this the fact that the

> "With Unified Communicator Mobile, staff don't have to spend time tracking down the physical location of a colleague, and that translates into greater productivity and better patient care."

Ron Shake, Facilities Director
Sullivan County Community Hospital

Cisco proposal would have required them to replace all their handsets and for Shake, the decision was clear.

The Cisco proposal may have looked sweeter, but Mitel offered the best medicine. Another consideration for Shake was the deep knowledge and expertise in Mitel systems offered by Gibson Teldata's solid guidance and ability to resolve issues quickly and effectively.

Another key consideration behind the Mitel choice was the fact that the hospital is seeking to connect to and leverage the Indiana Telehealth Network to leverage multiple pathways for both disaster recovery and the delivery of other applications.

What Gibson Teldata Provided

Operational Efficiency

The hospital can quickly add, move, and change single extensions or entire departments and no longer has to work around their phone system when planning projects.

Hotdesking

Employees have immediate access to personal phone settings from any location, enabling sharing of resources and more dynamic patient care.

Enhanced Productivity

Administrative and other staff are reachable through a single phone number regardless of location.

Excellent ROI

Mitel Call Accounting further improves ROI by allowing the hospital to defray costs across tenants. Also, the ability to leverage data fiber connecting campuses with voice was far less expensive than a healthcare-grade SMARTnet.

Disaster Recovery

Agents can access personal desktops and phone extensions anywhere, for fast recovery in the event of power failure or similar event.

The Results

Instead of being held back by their phone system, Sullivan County Community Hospital now enjoy:

Life Support Systems

Just as the human body has two lungs and two kidneys, a well designed telephony system will provide redundancy for extra resiliency when something goes wrong.

Using two MCDs, with nearly 200 single line ports and IP endpoints, one in each location, Sullivan County Community Hospital can seamlessly failover from one system to the other in the event of an outage. In fact, using resilient Mitel 5312 and 5340 IP Phones means that even individual phones scattered across their two locations will automatically detect a disconnect from call controller.

If it cannot reconnect, it will seamlessly register on the other call controller without the end user experiencing any disruptions.

Gibson Teldata Case Study: Sullivan Hospital

sales@bgibson.com
(317) 298-2945
www.bgibson.com

Ambulatory Care Calling

Healthcare workers are constantly on the go, moving between departments, floors, and facilities. Keeping them connected can be a challenge. As part of their infrastructure upgrade, Sullivan County Community Hospital invested in the Mitel wireless handsets, a wireless mobility solution that allows mobile users to remain connected regardless of their location as they roam the hospital. "It gives our health professionals a lot more flexibility to reach each other for quick, ad-hoc consultations," relates Shake.

Another strategically important part of MAS for the hospital is Mitel Unified Communicator® (UC) Mobile, which allows users to link their extension with a mobile device, home phone, or just about any other telephone number. An incoming call will simultaneously ring both their extension and the twinned device. Administrative staff uses UC Mobile to receive critical communications on their smartphones, wherever they go. Shake points out that the service has worked so well that they plan to expand it across a wide range of mobile workers who need to be reachable as they roam the expanding campus.

Simplified Administration

Mitel Enterprise Manager, which provides management tools that allow simple configuration, control, and management of Mitel's enterprise product portfolio, has greatly simplified administration tasks. When the hospital moved their home care department to the new facility two miles away, the phone move was extremely straightforward. It took less than an hour to apply configuration changes to the switch. "Basically, we just collected up the phones, moved them to the new building, and plugged them back in. It was that simple," recalls Shake. And for users it was seamless.

Cost Reduction Surgery

This is a practical example: the hospital is considering further expansion that would allow them to take in medical services tenants such as commercial laboratories and independent doctors. By providing voice services to tenants over their switch and using Mitel Call Accounting, a comprehensive call costing and reporting application, they can easily track and bill for their tenants' phone services.