

Healthcare solutions



Healthcare communications

THE CHALLENGES

The organisation is asking for improved communications, but resources and budget will not extend to a huge IP communications project.

Mitel's ability to integrate with legacy telephone systems enable distributed organisations to reduce network cost and improve communications without making a major investment. Healthcare organisations can benefit from 'free' calls between sites by using Mitel platforms as 'network gateways'. This also lays down a foundation for centralised call handling, application deployment and migrating users to IP telephony wherever it makes good business sense.

As patients enjoy more choice, healthcare organisations must offer exceptional service to ensure they remain the healthcare provider of choice.

Patients expect to be involved in decisions, kept informed and receive tailored care that accommodates their circumstances. This necessitates improved communication between healthcare professionals, social care and patients to deliver a more flexible service. Simple networking, call routing and mobile working can significantly improve accessibility. Contact Centres with self service and outbound notification can transform patient interaction, reduce missed appointments and provide valuable reporting to help manage service quality.

The role of the healthcare professional is changing as more power is placed in the hands of those closest to the patient. More than ever, frontline staff need access to good communications and information wherever and whenever they choose to work.

Mitel can provide an 'in office experience' anywhere. Users can manage their availability and be contacted on a single directory number across multiple devices to ensure they remain in control of communication regardless of location.

Cultural change is required to improve service quality, realise positive patient outcomes and offer best value. This change must be underpinned by technology to facilitate better collaboration between care organisations and patients.

Huge improvements in patient outcomes and service quality can be realised by liberating healthcare professionals. The availability of real time voice communications can save valuable time. Overlaying presence and availability allows individuals to identify staff with specific skills, view availability and make informed decisions about who to contact. Collaboration tools transform the way people work by facilitating desktop sharing and video conferencing to reduce the relevance of location and speed up decision making.

Government guidelines and legislation are constantly evolving, necessitating open systems that can be tailored to specific requirements and integrated into other systems.

Mitel provides simple solutions to complex challenges. Web based administration simplifies moves, adds and changes to create more agile organisations. The use of mobile working and virtualisation facilitates new ways of providing business continuity. Our open interfaces enable Mitel to integrate into back office systems. A range of value add applications are available to deal with common healthcare challenges, for example, managing lone workers, resolving security breaches and dealing with emergency incidents. We need a communication solution that can integrate with existing systems and evolve with our organisation. Mitel's unique approach to unified communications and collaboration allows organisations to move between site by site, private and public cloud deployments without making a major investment in technology. Mitel customers can move between proprietary hardware, industry standard servers or even a VMware virtualised environment without having to repurchase new software, licences and devices.



Healthcare Solutions

Modern healthcare is about delivering an efficient patient centric service. This necessitates breaking down barriers, improving communication and facilitating collaboration between healthcare, social care and health improvement professionals.

Frontline staff must be able to use their professional judgement. Good communication and information is critical to making timely decisions, securing positive outcomes, improving service quality and offering best value.

Innovative communication tools

Healthcare professionals are rarely found at a desk, more often they are on their feet, moving from patient to patient and collaborating with colleagues. Whilst telephones are a vital form of communication, many workers have difficulty communicating in real time using a traditional fixed telephony. Delays in responding to patient needs and accessing critical information can lead to stress for the patient, their relatives and staff.

Healthcare organisations can take advantage of innovative communication tools to support new ways of working and encourage cultural change.

Mitel unified communication and collaboration enables healthcare organisations to deliver a single communications suite across fixed, wireless and mobile devices to liberate healthcare staff.

LIBERATE HEALTHCARE STAFF WITH THE LATEST TECHNOLOGY

Mobile working, whether on or off premise, often necessitates individuals using multiple devices, perhaps a fixed telephone at their desk, a wireless telephone when moving around the hospital and a mobile phone when elsewhere. This creates a challenge for individuals looking to manage their availability.

Single number reach enables users to associate up to eight devices with a single directory number. Users can make devices absent or present depending on their availability and location. In addition, users can adopt any hot desk by entering a PIN number. This is ideal where staff move between sites, share appointment rooms and office space.

Agile voice solutions for healthcare

MANAGING AVAILABILITY AND PRESENCE

Individuals can build their own Dynamic Status settings. Their current Dynamic Status is displayed to other users and defines call routing, for example:

- *'In Theatre' – Send calls to voice mail*
- *'Working at Home' – Send calls to my teleworker phone at home*
- *'Home Visits' – Send calls to my mobile phone*

Changes in Dynamic Status can be managed manually or driven by association with an electronic diary, mobile phone GPS location or connection to a Bluetooth car kit.

FOCUS ON OUTCOMES AND QUALITY STANDARDS

Healthcare professionals must be able to use their professional judgement when making decisions. Good communication and timely information is critical to securing positive outcomes and improving service quality. Mitel can help healthcare organisations by:

- *Integrating nurse call systems with fixed and wireless telephony to improve response times;*
- *Improving emergency response and security using wireless telephony applications;*
- *Reducing bed blocking using the Mitel Healthcare Dashboard on IP display telephones;*
- *Integrating with mobile applications that help to manage service requests, maintenance requests and provide management reporting;*
- *Using outbound notification to reach healthcare professionals through different media, handle critical situations and reduce noise pollution through targeted overhead paging.*





PUTTING THE PATIENT FIRST

As more patients enjoy choice and are exposed to more performance data, healthcare organisations are under pressure to offer exceptional service and best value. Patients expect to be involved in decisions, kept informed and receive tailored care that accommodates their circumstances.

Simple networking, call routing and mobile working can make a significant contribution to accessibility. Contact Centre Technology can be used to manage patient interaction and ensure all media types are handled appropriately. Real-time and historical reporting enables performance standards to be managed and corrected before affecting patient service.

Outbound notification allows healthcare organisations to communicate with patients in a media of their choice. This ensures patients are kept informed and reduces the cost of missed appointments.

ENCOURAGING COLLABORATION

Increasingly, good patient care is dependant on collaboration between healthcare, social care and health improvement professionals. Technology can help to encourage cultural change and break down barriers. This principle can apply across a single site, across a distributed organisation or between organisations striving to work together to improve service.

Mitel's ability to integrate into other vendor telephone systems enables organisations to network over IP to improve communication and facilitate 'free' telephone calls.

Mitel audio, video and web conferencing allows staff to organise conference calls, share patient records and make timely decisions focused on improving service and patient outcomes.

CREATING AN AGILE ORGANISATION

Simple, open systems with web based management can transform an organisation. Unified Communications and collaboration virtually eliminate the location constraints associated with legacy systems.

This approach frees up valuable time to focus on innovation and business process improvement, enabling IT teams to focus on meeting organisational needs in a timely manner.

EFFICIENCY THROUGH SHARED SERVICES

Centralising or consolidating similar services can help to justify investment in technology through economy of scale. Smart organisations choose open, service orientated architectures capable of accommodating ongoing change and working with other best in class solutions.

When centralising services good communication is key to a successful implementation. Mitel's ability to integrate with other voice platforms enables departments, organisations, trusts and authorities to work together more efficiently.

THE ROLE OF THE CLOUD

Cloud computing provides an opportunity to change the landscape by replacing large and expensive contracts delivering closed IT systems with innovative, open solutions from specialist suppliers, capable of offering best value.

Mitel's unique approach to voice communications allows organisations to move between 'site by site' deployments, towards cloud based solutions without having to make a major investment in software, licences or devices. This approach enables healthcare organisations to protect investment and whilst adapting to a changing environment: evolving business needs, ever increasing patient expectation and changing government guidelines.

VIRTUAL SOLUTIONS FOR HEALTHCARE

Mitel's relationship with VMware enables organisations to virtualise Mitel call control and applications to realise greater cost savings, simplify support and improve availability. Healthcare organisations are able to take advantage of buying agreements for platform technologies whilst retaining freedom to choose and deploy agile business applications.