



Memphis Hospital Improves Communication with Cisco Unified Communications



Delta Medical Center, a 243-bed hospital located in the heart of Southeast Memphis, was in need of an efficient solution to improve internal communications, allow doctors and nurses to communicate and track patient records anywhere in the hospital, and ultimately improve patient care. They also wanted to implement an advanced system to help attract top health care professionals. Patrick Duffee, Director of Information Systems at Delta Medical Center, said partnering with Venture Technologies was exactly what they needed.

Executive Summary

Delta Medical Center

- 243-bed hospital in Memphis, TN
- 600 hospital employees
- First hospital in Memphis to install Cisco Unified Communications (UC) in a Unified Computing environment

Challenge

- Replace a 30-year-old ROLM phone system with a Unified Communications solution capable of delivering reliable service 24/7/365
- Leverage advanced technology to attract top health care professionals

Solution

- Cisco Unified Communications with 335 IP Desk Phones, 21 IP Wireless Phones and 300 analog phones
- Cisco Unified Communications Manager, Unity Connection, Cisco Unified Presence Server, Cisco Unified Enterprise Attendant Console, Mobile 8.1 for iPhone, Jabber for Android

Results

- Improved patient care and process efficiency by implementing a reliable enterprise-wide UC solution
- Lower administration costs and rapid deployment of new users
- Instant access to appropriate staff through use of Unified Presence and secure Instant Messaging tools
- Increased mobility for doctors and nurses to check and update patient statuses via mobile devices from anywhere in the hospital

Delta Medical decided to replace its old ROLM phone system with a Cisco-based Unified Communications (UC) solution running on Cisco's Unified Computing System. The new solution, which was installed in phases, makes communication between nurses, doctors and other staff more efficient and helps ensure patients receive the care they need.

"Every year we've basically expanded," Duffee said. "I'm 100 percent Cisco now, and that's all thanks to Venture."

By deploying the UC applications on a Cisco Unified Computing platform, Delta Medical reduced the number of servers required and allowed for consolidation with their existing virtualized server environment. Since the hospital decided against installing standalone servers for Unified Communications, Delta Medical was able to achieve administrative and functional scalability within its data center.

The hospital is also implementing Extension, a third-party UC application for clinical environments that allows nurses to text doctors the status of patients without giving confidential patient information. Using Extension, physicians can be notified of critical results and access the primary hospital information system over a secure connection to view reports and patient-specific information.

The VoIP system is a major step up from the old 1985 base system that required a lot of maintenance, Duffee said. The Cisco VoIP system streamlines the flow of information throughout the hospital and ensures that the patient is getting a better patient experience and improved level of care.

Many doctors' offices located within the Medical Office Building next to the hospital are also using the new UC system. Auto attendants front-end many of these offices and allow for quick, specific service delivery to patients. Four-digit dialing between the hospital and the doctors' offices also allows for fast and efficient communications.

In addition, each nurse has a Cisco wireless phone, giving them more time with their patients. Hospital operators use the Cisco Unified Enterprise Attendant Console to receive, handle and transfer calls with an easy-to-use computer program. The operators can now easily monitor calls to and from patient rooms and other areas within the hospital.

"Implementing a new VoIP system in a hospital involves a lot of planning and is a big undertaking, [but] it was a rewarding experience," said Duffee. "We're good for a long time now. The new system and Venture have taken Delta Medical Center into the future."

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