



## Healthcare

# ▶ Polycom® Cordless System Increases Sisters of Nazareth's Responsiveness

## ▶ Daily Use

- Sisters of Nazareth located in Hawthorn, Victoria
- Residents
- 100 long-term residents
- Staff
- 112 employees, including
  - 60 nurses/carers
  - 15 admin staff
  - remaining staff in administration, cleaning, and food preparation roles

## ▶ Solution

- Polycom® KIRK® Wireless Server 1500
- Polycom KIRK 3040 Handsets (32)
- Polycom KIRK Base Stations
- ConnexALL messaging platform

## ▶ Results and Benefits

- Improved nurse-to-patient communications
- Improved nurse and carer responsiveness
- Ability to respond to emergencies faster
- Improved internal communications

## Background

The Sisters of Nazareth is an aged care facility based in Hawthorn, Victoria. The four-storey sixty-year-old building holds 100 long-term residents, each with their own room. With nurses constantly on the move throughout the facility, having a mechanism to quickly respond to resident's calls for assistance is vitally important.

## The Response Challenge

The Sisters of Nazareth has 112 employees, of which the majority are nurses and carers, but also includes administration staff, cleaners, therapists, and food handlers. There are three rotating shifts at the facility, with 30 staff working each shift. Nurses are on constant call tending to resident's needs and must be able to respond quickly to calls for assistance. However, with nurses consistently on the move within the facility, remaining contactable was incredibly challenging.

Previously, Sisters of Nazareth relied on desktop phones and pagers to communicate with nurses and carers about calls for assistance. To request assistance, residents use a button located at their bedside or in their bathroom. Previously, this action would trigger an alert in a nurse's station located on the relevant floor. Upon hearing an audio alert coming from the station, nurses had to return to the station and check which room the request had come from before responding.

Darryl Haeusler, maintenance manager, Sisters of Nazareth explains, "Our biggest problem was that these messages weren't being sent directly to the nurses. We had a couple of pagers which nurses could use to receive an alert, but even these contained no room or bed numbers so they still had to return to their station and verify which patient required assistance.

"It was a time consuming system that didn't allow the nurses to be as responsive to residents as they needed to be. This was of particular concern during emergencies. To decrease the time it took to react to a resident, we realised that nurses needed access to more detailed information while on the move."

*The nurses are really delighted with the KIRK 1500 system, and confident that they have true mobility which increases their ability to provide timely assistance to residents." Darryl Haeusler*

## The Cordless Solution

The Sisters of Nazareth began looking for a solution to increase nurse responsiveness. Darryl continues, "We wanted a mobile device that provided both voice and text messaging capability to the nurses no matter where they are in the building. As well as providing more detailed alert messages, we needed to give nurses wireless phone capabilities in case they required further assistance such as contacting a doctor, or asking other nurses for help.

"We needed to reduce the number of times medical staff had to consult the nurse's station. By increasing their mobility we could also increase responsiveness and our ability to provide assistance on the spot. While researching solutions to achieve this, the Polycom KIRK DECT system came up numerous times as a respected and durable solution."

Sisters of Nazareth has implemented the KIRK Wireless Server 1500, with 32 wireless Polycom KIRK 3040 wireless handsets, and 10 radio base stations to enable wireless voice and messaging access throughout the entire facility. The system interfaces to the site's PABX, providing wireless extensions so key users are always in telephone contact. It is fully modular, offering the flexibility to meet the changing needs of any business. The KIRK 3040 handset features an LCD display for text messages, a headset jack and vibrating ringer.

To manage their onsite messaging, Sisters of Nazareth implemented a ConnexALL messaging solution which is able to interface with KIRK DECT, pagers, nursecall, alarm, and PCs connected to a LAN or WAN. ConnexALL software provides a single message management solution, allowing wireless messages generated by a variety of different sources to be simultaneously delivered to individual or groups of recipients.

For Sisters of Nazareth, ConnexALL acts as the interface between their patient call buttons and the KIRK DECT system. When a call button is pushed, nurses receive text messages to their KIRK handsets which contain detailed information about the location of the person requiring assistance including a ward, room and bed number. The system also delivers alarm messages if certain doors are opened, increasing security and protecting against wandering patients. These text messages can be received even while a nurse is already on a call.

The implementation took approximately six months. Scott Eaton, Axess Telephone Installations, who was responsible for implementing the system explains, "To increase uptake amongst the nurses, most of whom weren't familiar with this type of technology, it took as long as it did. We gave all the

users time to familiarise themselves with the KIRK handsets, before we integrated the ConnexALL messaging.

"Perhaps the biggest challenge though, was cabling such an old and large site.

We spent two solid weeks cabling the system, to fine-tune radio coverage across all four storeys in the building. Ensuring this level of mobility was the most important aspect of the solution."

## Providing Timely Assistance

The integrated KIRK Wireless Server 1500 and ConnexALL system has given nurses access to the critical information they need, when they need it, increasing their ability to respond to residents in a timely manner, which could be a matter of life or death.

Darryl adds, "The ability to send out detailed messages directly to nurses in the wards via ConnexALL has reduced the amount of time it takes for nurses to provide assistance. The voice functionality of the handsets mean they can also call for support or advice on the spot, which further increases their ability to provide timely and accurate assistance.

"The nurses are really delighted with the KIRK 1500 system, and confident that they have true mobility which increases their ability to provide timely assistance to residents. Overall, we're very pleased with the KIRK handsets and the ConnexALL system, and the enhanced level of care the solution has enabled us to provide our residents," Darryl concluded.

## Polycom KIRK DECT wireless handsets

KIRK Handsets are designed and developed with the demanding user in mind. With focus on functionality, design and quality we continuously aim at making better handsets.

There is a range of KIRK DECT Handsets to choose from - each of them providing valuable functionality to the users. The KIRK DECT Handsets can be registered at up to 10 different systems making it possible for an employee who travels between these locations to bring along his handset.

## Learn More

Visit us at [www.polycom.com](http://www.polycom.com) to learn more about Polycom unified communications solutions and how they can save your organization time and money—and enable you to quickly realize a return on your investment. Or contact your Polycom account representative for more information.

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