LAS & SpectraLink 8401 Solutions for Healthcare

AGENDA

SpectraLink Wireless in Healthcare

Specific Functions when combining LAS & Spectralink

SpectraLink 8401 Series Overview

SpectraLink 8400 Clinical Workflow Application Integration

Key Functions combining LAS & Spectralink

- Interactive Nursing (Accept, Reject, Reset)

  - have your colleges see the calls you are attending

- RTLS Duress locations

  - Send a Duress Massage and your Location to others

- OH& S (Man down, No movement, Running alarms)

  - Identify different forms of Duress

- User Log In (with most Telephone systems)

  - change handsets at anytime and still receive all your defined alarm messages

- Send messages from any PC to all handsets via the web

SpectraLink Wireless Telephony in Healthcare

Healthcare Return on Investment

	Recovered Time per Nursing Unit
Nurse travel time to answer phone	58 minutes/day
Nurse waiting time at nurses station	88 minutes/day
Total nursing time recovered	**888 hours/year**
Clerical time to locate nurses	90 minutes/day
Total clerical time recovered	**548 hours/year**
Hold time for incoming calls	116 minutes/day
Recovered hold time for callers	**706 hours/year**

Source: Journal of Nursing Administration

- Frees nursing staff from walking back and forth to wired telephones, giving them real-time access to physicians, labs, and other staff

- Caregivers spend more time with patients, improving outcomes and patient satisfaction

Key Healthcare Initiatives

- Patient satisfaction
- Patient safety
- Attract and retain personnel
- EMR implementation
- Patient care application integration
- Leverage existing investments
- Cost management
- Regulatory compliance

LAS's mission is to help our healthcare customers address these critical initiatives by improving staff communication for better responsiveness and productivity

Introducing the SpectraLink 8400 Series

- Family of Wi-Fi handsets and accessories specifically designed to meet requirements of in-building healthcare workers

- Marquee features
  - Integrated bar code imager
  - WebKit browser and XML API
  - Open SIP platform
  - Industrial-grade durability
  - Advanced noise cancellation
  - 802.11n support
  - HD Voice docking station
  - Instant Messaging and Presence with Microsoft OCS

Key Messages

- **Right design** for unified mobile communications
  - Deploy the industry's most reliable, durable and easy-to-use device specifically designed for the needs of mobile professionals

- **Right applications** to transform workflows
  - Easily and seamlessly access enterprise web-based applications using the industry's only VoWLAN handset with integrated WebKit web browser, bar code imager and XML-based API.

- **Right interoperability** based on open standards
  - Leverage the power of unified communications through the broadest and deepest set of interfaces to enterprise-grade PBXs, access points, and infrastructures

- **Right investment** featuring the industry's lowest total cost of ownership
  - Delivering a unified cost-effective communication device with the industry's best service and support policy that has a total cost of ownership of up to 34% less than the competition

Healthcare Application Examples

Medical Alarms

Nurse Call Systems

Patient Monitoring

Patient ID/
Medication
Administration

Paging

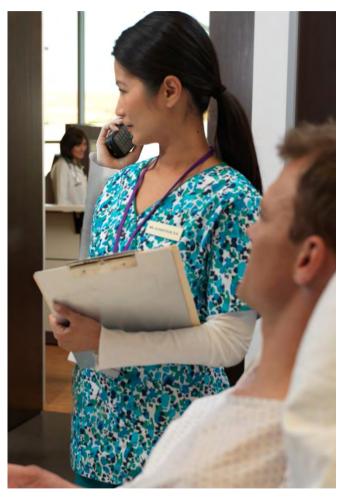Location
Services

Building
Controls,
HVAC

Speech
Recognition,

High-Quality Enterprise Voice

- Problem
  - Need to converse with colleagues, physicians, and lab personnel quickly, reliably and securely
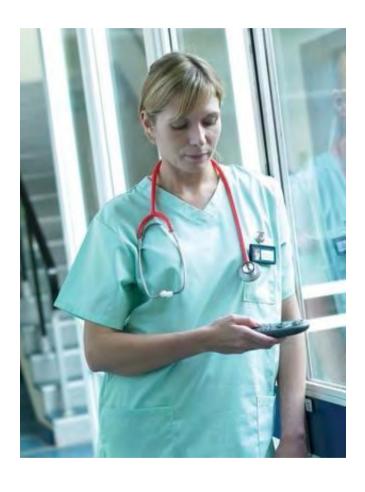
- Solution
  - SpectraLink 8400 handsets with Polycom HD Voice, echo cancellation, and advanced noise reduction provide crystal clear communications in all environments
  - SpectraLink 8410 speakerphone dock provides desk set replacement and portable, on-demand HD conferencing

- Benefits
  - Reduce communication errors
  - Reduce wasted time
  - Clear communication even in loud environments, e.g., ED
  - Save time by invoking standard business features, e.g., transfer, conference, forward
  - Improve voice recognition hit rates

Nurse Call and Clinical Alarms Integration

- Problem
  - You never know when a patient will need assistance or where the nurse will be when assistance is needed

- Solution
  - Integrating SpectraLink Wireless Telephones with nurse call buttons allows for immediate contact between the patient and the nurse

- Benefits
  - Enhanced patient care
  - Streamlined communication
  - Improved nurse productivity

- [Click to view demo](#) –Rauland Responder

- [Click to view demo](#) – Nurse Workflow

Text-Based Messaging

- Problem
  - Staff needs to communicate quickly, quietly and/or discreetly
- Solution
  - Integrating SpectraLink 8400 handsets with Extension Health Alert provides secure, HIPAA-compliant, messaging between various device types (8400, tablet, Smartphone etc.)
- Benefits
  - Clinical workflow improvement
    - Nurse call integration, lab result notification, STAT order notification, etc.
  - Device consolidation savings
    - Eliminate redundant devices, e.g., bed flow pager
  - Leverage existing phone infrastructure while also taking advantage other mobile devices

Video Surveillance

- Problem
  - Mobile staff needs ability to monitor hallways, parking lots or wandering patients
- Solution
  - Integration of SpectraLink 8400 handsets with web-based video surveillance
- Benefits
  - Reduce wander risk
  - Improved safety and security with minimal investment
  - Improved patient care
  - Device consolidation savings
  - Cut down on unnecessary trips
- Click to view demo

Patient Monitoring, Alerting and Alarming

- Problem
  - Caregivers need real-time notification of changes in patient's condition

- Solution
  - Allows caregivers to stay connected with patients, regardless of their location within the hospital
  - If vital signs exceed or fall below set parameters, an alert is sent to a pre-assigned clinician's SpectraLink handset

- Benefits
  - Enhanced patient care
  - Improve patient satisfaction results
  - Streamlined communication
  - Cut down on unnecessary trips
  - Improved nurse productivity

Barcode Scanner Integration

- **Problem**
  - Nurses increasingly need to scan barcodes for more applications, e.g., positive patient ID
- **Solution**
  - SpectraLink 8450/8452 handsets include industrial-grade barcode scanners that associate to hospital workstations via Polycom® Quick Barcode Connector™ (QBC) or to hospital EMR via XML
- **Benefits**
  - Automate processes
  - Reduce errors
  - Improve outcomes
  - Simplify training and implementation
  - Eliminate redundant devices, e.g., stand alone scanners
- [Click to view demo](#) – QBC and BCMA

Web Browser/Internet

- **Problem**
  - Staff needs access to corporate databases and resources while on the go

- **Solution**
  - SpectraLink 8400 web browser and standard XML interface provides mobile access to tested and authorized web apps

- **Benefits**
  - Increase informed decision making
  - Improved patient care and outcomes
  - Improved staff efficiency and satisfaction
  - Open interface allows future application integration

Group Messaging with Push To Talk

- Problem
  - Need to communicate with specialized groups instantly

- Solution
  - Integrated Push to Talk (PTT) with SpectraLink 8400 handsets

- Benefits
  - Improve emergency response times
  - Increase security and safety
  - Maintain communication in the event of PBX failure
  - Eliminate redundant equipment and expense; e.g., 2 way radios

Broadcaster   Receivers

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LAS
LOCAL ALARM SOLUTIONS

Real Time Location Services (RTLS)

- **Problem**
  - Need to quickly locate assets and/or specialized resources
- **Solution**
  - Track people and equipment in real-time with SpectraLink handsets, Ekahau location services engine and existing wireless infrastructure
- **Benefits**
  - Improve asset management
  - Improve security and patient service
  - Improve work flow efficiency
  - Leverage wireless infrastructure
  - Reduce wander risk
  - Proximity-based decision making
- [Click to view demo](#) – RTLS with 8020 & 8030

Accommodating Shifts and Shared Devices

- SpectraLink 8400 User Profile Portability

  - Users can access personal, customized phone settings from any SpectraLink 8400 phone

  - Changes are saved for the next log in

  - Upon log out, the user's personal settings are no longer displayed

  - [Click to view demo](#)

- Battery management

  - USB Charger

  - Dual charger

  - Quad charger

  - Docking Station

  - Quick-change battery, refresh at

shift change

In Summary: Why Polycom Wireless for Caregivers?

- Leader in wireless telephony for healthcare
  - Market experience
  - Installed base
  - Ongoing investment
- Leading product capabilities
  - Application integration
  - Seamless enterprise telephony integration
  - Exceptional voice quality
  - Wireless LAN interoperability
  - Enterprise-grade handset design
- Ongoing commitment to comprehensive solutions to address our healthcare customers' strategic initiatives

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SpectraLink 8400 Series - 5 Rights

- The right design
- The right applications
- The right interoperability
- The right investment
- THE RIGHT CHOICE!

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For more information

www.polycom.com/SL8400