

Case Study

Grand River Hospital

How Do You Monitor 300 Alarms, Improve Patient Safety And Increase Staff Peace Of Mind?

ABOUT GRAND RIVER HOSPITAL

Grand River Hospital is a 470-bed comprehensive community hospital that provides patient-centered care to 500,000 residents in the Region of Waterloo and the surrounding communities. With a proud history of quality patient care, hospital administration sought new ways to optimize the existing technology and strategically invest in tools that enhance patient and staff safety.

BEFORE CONNEXALL®

Before implementing Connexall, Grand River staff depended on a variety of creative, albeit manual, solutions to ensure device functionality, patient safety and security. The trouble was that these solutions were not automated and the success of these strategies often depended on human intervention and memory or well-placed notes.

Budget constraints are always a challenge for administrators, but Grand River Hospital saw the potential to use the power of Connexall to integrate disparate technology without the cost of investing in all-new equipment.

“We now have improved reliability, a reduction in manual intervention, increased mobility and improved, quicker decision making as well as a comprehensive audit capability.”

– Gary Higgs

*Integrated Chief Information Officer
Grand River Hospital & St. Mary's Hospital*



The Connexall Solution

The Connexall team worked with Grand River to integrate their Delta Building Automation System (including panic alarms, temperature alarms, boiler alarms, medical gas alarms, air supply alarms, fridge alarms and generator alarms), Siemens® Fire Panel System, Austco Nurse Call System and Watchmate Patient Wandering System.

Now, over 300 alarms are automatically monitored by Connexall. Alarm notifications are sent to wireless phones or staff computers as needed. Staff can respond more quickly to security threats or safety concerns. Automatic notifications have reduced the need to manually monitor alarms, and more time can be allocated to enhance an environment that nurtures and sustains a patient-safety culture and contributes to staff welfare.

“We’re really pleased with the changes Connexall has brought us. Throughout all of our challenges, the Connexall team was patient, understanding and professional in helping us achieve our goals and work through our technical glitches.”

- Gary Higgs

*Integrated Chief Information Officer
Grand River Hospital & St. Mary’s Hospital*

Into The Future

Grand River Hospital’s next redevelopment phase is designed to enhance care and transform the patient and family experiences. Construction projects include: surgical services, outpatient services, mental health services and the intensive care unit. Each of these projects has the potential to optimize patient flow and care, so Grand River Hospital will investigate expanding the use of Connexall to these areas.

Connexall Results Summary

In collaboration with the Connexall team, Grand River Hospital improved patient and staff safety. Connexall has delivered the following results:

- Central Monitoring – Staff are able to display alarm and event information at a central location as well as via several notification modes including PDA, wireless, desktop phones and email.
- Improved Reliability – The new alarm system has improved reliability and integration capabilities.
- Group Notification – With Connexall, the system notifies everyone simultaneously.
- Reduction in Manual Intervention – Less human intervention equals less errors and less training.
- Automatic Escalation – If the alarm is not acknowledged within a user-defined time range, it is escalated to the next level, ensuring that there is always someone who can take action.
- Increased Mobility – Required staff can be notified of alarms even if they are not in the facility – i.e. security doing rounds.
- Quicker Decision Making – Improve response time to various alarm triggers – and sometimes seconds count.
- Accountability – Connexall’s reporting capabilities have allowed Grand River Hospital to define problem areas, improve business processes and create a system of accountability.