

Case Study

Trillium Health Centre

Using Connexall For An Improved Human Experience

About Trillium Health Centre

- 13th largest hospital in Canada (ranked by clinical volume)
- Regional centre for advanced cardiac services, neurosurgery, stroke and musculoskeletal services, sexual assault and domestic violence
- 125,000 emergency visits each year
- Over 45% of all inpatient weighted cases are specialized; compared to 52.7% in teaching hospitals and 29.5% in community hospitals
- Largest day surgery centre in North America with capacity to perform 30,000 procedures annually
- Over 1 million people in catchment area
- 47% of population born outside of Canada
- 41.8% of population's mother tongue other than English or French
- Population age of 75 years and over will more than double by 2031

The original centralized communication console and limited communication tools meant that a lot of overhead paging was used. Staff members spent a lot of time walking back and forth to determine the source and nature of requests. The noise levels and limited staff time with patients were not optimal for patient rest and recovery, not to mention staff ability to focus and deliver quality care.

The Connexall Solution

Serving over one million Ontarians, Trillium Health Centre recently transformed their 136-bed West Wing Tower with Connexall technology. Enhancing communication between Philips Patient Monitors and Telemetry Packs, Rauland IV Nurse Call and Cisco Voice-Over IP (VOIP) wireless phones, Connexall makes it easier for clinical staff to monitor patients in Trillium's new West Wing.

Connexall ensures instant notification by integrating communication tools – Trillium staff knows immediately when patients' vital signs require closer monitoring, or when the system becomes inoperable due to technical error.

"We hope to inspire hospital planners and architects everywhere by transforming the way healthcare is delivered. Trillium has a tradition of striving for innovation in every project, and with this project, we wanted to elevate the environment for health care".

- Janet Davidson
President and CEO
Trillium Health Centre

Connexall Results Summary

The new West Wing design decentralized nursing stations with three patient care stations distributed throughout the wing, and added a number of documentation pods in hallways – small stations where staff could stop and complete adminis-

trative work. This design ensured that staff would be closer to their patients and made for better communication.

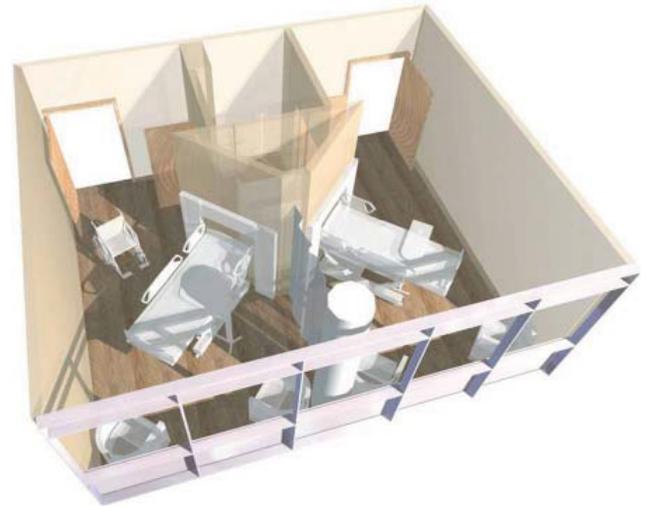
Connexall integrated Philips devices (including Patient Monitors and Telemetry Packs) and Cisco Voice-Over IP (VOIP) wireless phones making it easier for clinical staff to monitor patients. This ensures instant notification by integrating communication tools – Trillium staff knows immediately when patients’ vital signs require closer monitoring or when the system becomes inoperable due to technical error.

The wireless phones also allow staff members to reach each other directly, reducing reliance on overhead paging, leaving messages and waiting for calls to be returned. The new design, combined with a Connexall integration, means that Trillium’s new West Wing has created an environment that is uniquely focused on optimizing the patient experience.

Into The Future

Trillium is currently in the process of using Connexall to replace their existing hospital-wide porter management software. Presently, all porter requests must be routed through the call centre, which then informs a porter. Porters receive a page and must find a phone to dial in and confirm they are performing the task.

With Connexall, all units across the hospital will be able to request porters directly for routine and urgent requests. Wireless phones will allow porters to acknowledge requests at the touch of a button and will enable direct two-way communication between porters and units, making communications more efficient.



New patient bed design supported by wireless, portable devices and Connexall.

“All the technologies employed serve the single purpose of putting the needs of patients and staff first. We’re not so much interested in bells and whistles, but in how technology can improve the human experience here at Trillium.”

- Patti Cochrane

Vice President,

Patient Services and Quality Trillium Health Centre
