

# Klinik St. Pirminsberg



## Customer

Klinik St. Pirminsberg, Pfäfers, Switzerland

## Industry

Healthcare

## Challenges

- Integrate new building with existing communications environment
- Integrate new and existing solutions
- Ensure a safe and secure environment for staff and patients
- Protect the staff by means of precise location detection in case of personal alarm

## Solution

- NEC Healthcare Communication for Care and Cure incl.:
  - NEC IP communications server
  - IP DECT mobile communications
  - Ekahau RTLS location detection
  - iXarma integrated messaging solution
  - M155 DECT Messenger
  - Analogue, digital and IP phones included in complete solution
- NEC as leading System Integrator

## Benefits

- Safe work environment for staff guaranteed
- Efficient and effective operations
- Reduced intervention time
- Lower operational costs

[www.psych.ch](http://www.psych.ch)

Unique **integrated mobile communication and security solution**, based on **NEC IP DECT**, fully integrated with **Ekahau RTLS** and **iXarma messaging solution**.

The psychiatric services south is a specialized public health institution for the comprehensive psychiatric-psychotherapeutic and psycho-social counseling, treatment and care of mentally ill and disabled people in the southern part of the canton of St. Gallen (Rhine Valley).

The Klinik St.Pirminsberg in Pfäfers provides primary and special psychiatric and psychotherapeutic care for the population of the Rheintal, Werdenberg-Sarganserland and Linthgebiet regions.

Klinik St. Pirminsberg is a modern institution. Patients have the possibility to move as freely as possible within their ward.

## Challenges

Klinik St. Pirminsberg needed to expand to adequately serve the growing number of patients treated.

The clinic already had an NEC IP communications platform for the existing buildings and when the new building was planned, it became clear that a common, IP-based infrastructure should be used for all technical aspects.

Taking advantage of the flexibility and upgradability of the NEC IP communications platforms the new building was to be fully integrated into one communications infrastructure. Thanks to the platform's design with full investment protection, a seamless integration between new and old could be realized.

An important aspect within the new building was staff safety.

A solution had to be provided, allowing exact location of staff in case of an emergency.

The new location opened in September 2010 and has 150 rooms for 250 patients.

## Solution

Based on the versatile platforms within NEC's Healthcare Communication for Care and Cure offering, a seamless integration between the current and new infrastructure was achieved.

- NEC Healthcare Communication for Care and Cure (including the following):
  - NEC IP communications server
  - NEC IP DECT Mobile communications solution for mobile voice, messaging and assured safety and security
  - Ekahau RTLS, by means of which instantly the accurate location of the designated device (i.e. NEC IPDECT terminal) and staff-member and/or patient can be shown
  - iXarma integrated messaging solution, to assure staff, patient as well as environmental / building safety
  - Integration of alarms generated with M155 wrist worn DECT Messenger for escalation procedures and with the exact position included into the alarm message
  - Analogue, digital and IP phones included in complete solution
- NEC Switzerland as leading System Integrator – one entity taking full responsibility for integration, deployment, project management and support

The DECT infrastructure in the existing building works smoothly together with the DECT infrastructure in the new building.

The IP based DECT system with its intelligent interface provided the infrastructure to implement staff safety scenario's, which have been implemented based on ixArma alarming/messaging and Ekahau accurate location solution. This solution was tailor made out of standard available components and allows for a tracking accuracy of a few meters.

All in all 350 fixed extensions and 150 DECT connections are provided by the new system.

This integrated solution is based on a the NEC C3 offering in close collaboration with our leading complementary solution providers – Ekahau and iXarma – and delivered by NEC Switzerland.

## Results

If someone activates an emergency alarm, colleagues will get instantly an alert on their DECT device with a text message including the name of the sender and his/her exact location. This cuts down reaction time considerably and minimizes potential harm, providing assistance on the spot in case of serious escalations.

In conjunction with this, IP DECT guarantees unique quality of voice and assures tighter integration with other peripheral systems such as fire-alarm and BMS.

In summary, the benefits are:

- Safe work environment for the staff is guaranteed
- Efficient and effective operations
- Reduced intervention time
- Lower operational costs

## About

In the clinic St.Pirminsberg in Pfäfers adults with mental and psychosomatic disorders are treated. It provides primary and special psychiatric and psychotherapeutic care for the population of the Rheintal, Werdenberg-Sarganserland and Linthgebiet regions.

The hospital St. Pirminsberg is a partner of the regional psychiatric centers. Its focus is on thorough and rapid investigation and competent therapy. In addition, the clinic is also a training institute.



**ixArma**

**ekahau**

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