

CH Mouscron



Customer

Centre Hospitalier de Mouscron, Belgium

Industry

Healthcare

Challenges

- To unify various alarm systems
- Create an efficient call accounting and invoicing system for patients

Solution

- iS3000 communication server
- Business ConneCT
- M155 Messenger watch

Results

- Increased efficiency in alarm system management and operation
- Automatic patient phone call billing
- Faster call response and faster call set up via Business ConneCT
- Additional sale of personal security for psychiatric nurses

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“When a patient is discharged, the telephone invoice is printed off with just the press of a button.”

Paul Ardenois

Technical Manager CH Mouscron

Challenges

Recently, the Centre Hospitalier de Mouscron in Belgium extended its facilities with a new building. The existing telephone system in the old building could not accommodate additional extensions. So NEC partner RealDolmen was asked to install a new communication server in the new building, which eventually will serve the whole hospital. However, the new server also provided many opportunities for improved staff efficiency, customer satisfaction and personal security.

Firstly, like most hospitals CH Mouscron has various alarm systems, including nursing or medical alerts, fire and smoke alarms, and other alarm systems for technical and operational equipment such as air conditioning. In the past these alarm signals were sent to beepers and the various alarms were managed separately. This was obviously rather time-consuming and inefficient. That’s why Paul Ardenois, Technical Manager at the hospital, asked RealDolmen to suggest a way of unifying the systems.

In addition, Ardenois wanted a more efficient call accounting and invoicing method for patient phone calls – one that was also more customer-friendly and avoided the need for frequent staff intervention. In the past, when a patient was admitted to the hospital, the reception desk had to create a personal “fee ticket” and the patient received the phone number for the room. At the end of the month, the receptionist had to gather all the call costs recorded in the telephony system per phone number and re-enter them in the accounting system for billing to each patient. There was no integration and the manual task took up to five hours every week. Also, on the occasions when the patient was moved to another room, relatives and friends would often use the old phone number and could not reach the patient. This caused distress and more receptionist intervention.

Solution

Better patient phone service

"To improve the patient phone service, RealDolmen linked the new communication server to our accounting software: SBIM", says Ardenois. "This makes it easy for us to automatically keep track of patients' phone calls. When a patient is discharged, the telephone invoice is printed off with just the press of a button."

Patients also benefit from the new system. "When a patient changes rooms, we don't have to assign a different phone number. The patient simply logs in to the new room's phone via a pin code – the phone number is effectively assigned to the patient not to a room. This means that friends and relatives outside the hospital can use the same number throughout the patients' stay, even when the patient is moved to a different room."

Better alarm system management:

To organise the alarm signals better, RealDolmen installed an NEC Messenger server in the computer room at CH Mouscron. The server now receives all the signals, recognises them and sends them to the correct person, and with the correctly allocated priority.

The server also sends a new alarm when the first one is unsolved within a predefined time.

Alarm messages arrive on employees' wireless DECT phones. "We already owned the DECT phones, but couldn't use them for alarm messages and staff had to carry beepers. Our employees now only need to carry their DECT phone, which is much more convenient", says Ardenois. Moreover, traditional DECT phones have a very long battery life. Nurses and night watchmen are often mobile for long periods - sometimes up to 11 hours, and they aren't always able to charge them. With a DECT phone they don't have to worry about their device running out of battery power.

Results

The new patient phone call accounting system immediately freed-up several hours per week on the reception desk – time that the receptionists now spend on other tasks. In addition, the new system improved customer satisfaction: with just one contact number for the whole patient stay.

Also, the unified alarm system via the DECT phones made things much more efficient. Staff can now also send alarm messages to each other, and they only need to carry one mobile device. The added benefit of being able to receive more detailed text messages than with the old beepers is also appreciated.

CH Mouscron was so impressed with the centralised alarm server that it decided to use a similar innovative security system in the psychiatry ward. All psychiatric nurses now wear an NEC M155 Messenger wristwatch. In the event of an emergency, one button-press raises the alarm, which is automatically sent to other colleagues who can then immediately help. The watch is also a hands-free DECT, and according to Ardenois the psychiatric nurses now have a much greater sense of safety.

Additional benefits include Business ConneCT's contact centre functionality, which greatly improves overall efficiency and has dramatically reduced waiting times for callers. And, because Business ConneCT is available on everyone's PC, employees can call any of their contacts in Microsoft Outlook with one click of the mouse

About

Centre Hospitalier de Mouscron came about after the merger in 1994 of The Sanctuary of the Holy Family Hospital and Regional CH. Since then it has continuously intergrated processes and system to best serve its local population. The hospital has almost 1,000 staff, 100 of which are specialist medical consultants.

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