



Success Story

Rems-Murr Clinic, Germany
More efficient processes and greater comfort for patients through Unify's communication and entertainment solutions.



The Rems-Murr Clinics are a key part of the healthcare offer for the residents of Rems-Murr, where patients can enjoy modern and tailored healthcare. When it comes to entertainment and communications, the Rems Murr Clinics are equipped with HiMed and Unify's Openscape.

Requirements:

- Introduction of a modern multimedia entertainment solution system for patients.
- Operation of intuitive entertainment solutions.
- Compliance with hospital hygiene standards.
- Individual entertainment packages for patients.
- Centralized management and access control for the services offered.
- Availability of pay stations for cash and cashless transactions.
- High mobility of patient terminals.
- To replace pagers with DECT terminals.

Solutions:

- OpenScape 4000 included in all OpenScape devices.
- OpenScape cordless Enterprise.
- OpenScape alarm response system.
- HiMed - bedside solution.

Benefits:

- Better experience for patients thanks to a comprehensive entertainment offering.
- Improved patient satisfaction through the ease and convenience of the entertainment operation from the patient's cockpit.
- Personalized communication functions.
- Better accessibility and mobility through integrated DECT solution.
- Reduced pressure on staff through automated provisioning and billing of multimedia offer.
- Centralized administration of components and applications.
- Modern and sustainable communications infrastructure.
- Support for medical staff through a newly installed alarm system.

Background

The people of Rems-Murr, East of Stuttgart, have benefitted from two modern clinics and competent hospitals for some time. Across the two locations in Schorndorf and Winnenden, there are 900 beds that have the capability to look after 40,000 patients annually. The medical base in the clinics is broad, meaning a wide range of services are offered. In 2008 there were nine priority areas, by 2014 the number of specialist clinics was 19, including oncology and spinal surgery. The Rems-Murr Clinic does not just offer modern medical care and a comfortable experience, but also an important recovery program for patients.

Achieving high levels of growth without affecting service quality and patient comfort requires steady, planned development. In Rems-Murr, it was decided that the clinics in Waiblingen and Backnang were at the limit of their expansion,

and the solution was for the clinics to merge into a single new building in Winnenden. In this new location, the potential for a real emphasis on comfort and quality of accommodation has set new standards.

“We want to guarantee our patients a quality of care similar to the one in big clinics and hospitals in major cities. This is why we are constantly modernizing the essential elements”.

Daniel von Bischoffinck, technical director at the Rems-Murr clinic.

Why Unify?

After the groundbreaking ceremony of the new building took place in 2010, the clinics then advertised for an entertainment and telecommunications solution. The proposal was set out around decisive evaluation criteria (for example: the solutions should be user-friendly and compatible with the existing location in Schorndorf) and

gave clear ideas, particularly for entertainment devices – which needed good image quality and an intuitive operation offer. The Entertainment package needed to be modular, for the comfort of the patient. The decision makers of the Rems-Murr Clinics also asked for providers who had already been shortlisted to run tests. After a detailed process, Rems-Murr saw the ability of Unify to fully meet their criteria and, in 2012, the clinics agreed to use Unify's HiMed and OpenScape as their preferred communications and entertainment solution. Unify had already demonstrated their capabilities at the Schorndorf clinic, and the decision to roll out Unify's systems to the new high-spec clinic was reinforcement of these successes. Even though a lease option was proposed, the clinics decided to purchase the technical savoir-faire. This was followed by a planning phase with Unify and finally the implementation of the project in 2013.





"The detailed review provided by Unify was 100 percent convincing."

Daniel von Bischo-pinck, technical director at the Rems-Murr clinic. Dedicated and professional cooperation

As the New Year came, the installation of the communication infrastructure and the HiMed systems started. The technical team of the Rems-Murr Clinics worked collaboratively with the Unify project plan in a productive and professional collaboration and, just as the clinics were about to merge, the Unify systems were installed and the HiMed Response system was tested. Of course, nurses needed to adapt to the new systems and, in order to facilitate this, it was decided that some of the features would be left for clinicians to configure themselves. Following this, the terminals were personalized and ready for an optimal use by their users.

Nowadays, the Unify Rems-Murr clinic system is run by three technicians; the entertainment system is now available for all 900 beds in Schorndorf and Winnenden; and the communication solution includes 1500 users among the clinics staff on both sites.

"Unify and we have handled the project with expertise and professionalism. This is what enabled us to meet the time schedules."

Daniel von Bischo-pinck, technical director at the Rems-Murr Clinic.



Comfortable: everything at your fingertips

The general well-being and comfort of the patient is a key part of their recovery. The intuitive cockpit-IP Terminals bring television, telephone and internet directly to the patient's bed. The extent to which the patient uses the Cockpit depends entirely on them. The functions are decided individually and therefore, the costs are variable according to use. Payment is made with a smart card that can be topped up. And patients who choose to use their own devices can do, as the cockpit comes with Wifi access. In the single rooms of the clinic, the cockpit includes a remote control to adjust lighting and blinds as well. Comfort also includes comprehensive and rapid patient care: each patient has a service button on their bed which, when pressed, alerts the staff, who can then deal with patient's queries immediately. This saves the hospital precious time. When handling patients, seconds can be vital. This is why at the Rems-Murr clinic, the OpenScape alarm response system is essential. With alarms for: cardiac arrests; some in the children area; and some for other emergencies; caregivers receive a notification on their debt phones immediately and can act in critical situations where every second counts.



Future Plan

There are already some exciting ideas for the future. A next step, for example, is a cross-linked communication system between Schorndorf and Winnenden and a singular numbering plan for both clinics. For staff who commute between both locations, keeping their DECT phones with them will allow them to be reached on one number for both clinics. The accessible are also reachable from the single rooms cockpit's in both of the locations. In addition, the Rems-Murr Clinics are looking into expanding their range of

clinics and, thanks to the scale of solutions given, security of patients is guaranteed.

"The Unify solutions give us flexibility in communications for both locations."

Daniel von Bischofinck, technical director at the Rems-Murr Clinic.

About Unify

Unify is the Atos brand for communication and collaboration solutions. At the core of the Atos Digital Workplace portfolio, Unify technology enables organizations of all sizes to transform the way they collaborate, creating a more connected and productive workforce which can dramatically improve team performance, individual engagement and business efficiency.

Unify products represent a strong heritage of technology innovation, reliability and flexibility. Their award-winning intuitive user experience can be delivered through almost any device and in any combination of cloud or on-premise deployment. Augmented by Atos' secure digital platforms, vertical solutions and transformation services, they set the global standard for a rich and reliable collaboration experience that empowers teams to deliver extraordinary results.

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