

Olive View-UCLA Medical Center



Challenges

- Major hospital expansion
- Outdated voice & data infrastructure
- Multiple, peripheral solutions
- Costly Centrex fees
- Communication & decision delays

Solution

- Voice infrastructure: NEC UNIVERGE® Series Communications
- Data & wireless infrastructure: Cisco® Medical-Grade Network
- Wireless mobility: Vocera® Communications System
- Contact-center: UNIVERGE UC for Business
- Wireless devices: UNIVERGE MH250 handsets & Dterm SP30 softphone
- Design, implementation & management: NEC Professional Services

Results

- Interoperable, multivendor solution
- Robust, scalable infrastructure
- Investment protection
- Improved staff productivity
- Better service delivery

The nation's hospitals are continually challenged to meet the needs of an increasingly diverse patient population. Hospitals can leverage technology for more effective communication and improved patient care, safety and health outcomes.

Olive View-UCLA Medical Center (Olive View-UCLA) is a 377-bed facility located in California's San Fernando Valley. Funded by Los Angeles County, the hospital has a strong affiliation with UCLA's School of Medicine and offers residency programs in all major specialty areas as well as an on-campus School of Nursing. Olive View-UCLA selected NEC to install, design and manage an updated, converged-network infrastructure to accommodate expansion, reduce costs and improve patient-staff communication.

Challenges

Olive View-UCLA is a part of ValleyCare, Los Angeles County's healthcare system for residents of the San Fernando and Santa Clarita Valleys. Located in Sylmar, the hospital has approximately 3,000 employees.

"As a public-sector, integrated-health system, the hospital's vision is to serve as a model for enhancing health and providing education to patients, staff and the community," says Melvin Brewster, chief information officer, Olive View-UCLA Medical Center.

The medical center was planning major additions to its campus, which included an expanded emergency room and urgent-care facility. Hospital and County decision makers agreed the facility's voice and data infrastructure needed a complete upgrade to handle the increased traffic that would result. "We knew the time had come to migrate to the converged solution that a first-rate hospital like ours deserves," continues Brewster.

The voice solution in the hospital's main facility was outdated and had reached capacity. Each of 30 additional buildings across the hospital's campus used its own solution. The numerous, disparate solutions delayed communication and decision-making. They were also costly and difficult to manage.

Challenges (cont.)

Olive View UCLA sought a converged solution that would provide the scalability needed for future expansion and allow gradual integration of the entire campus over time. “As organizations move forward with Voice-over IP (VoIP), they also need to preserve the investments they’ve made in peripheral systems and continue to interface with traditional analog technologies,” says Jon Walker, Los Angeles County ISD systems engineer.

The hospital also sought a compatible wireless solution to maximize communications, improve staff productivity and make processes more efficient.

Solution

Olive View-UCLA selected NEC to design, install and manage the entire project. “Having a single vendor to provide the full array of necessary hardware and software would streamline support for us,” says Brewster. “NEC was one of the few providers out there who could take us end to end.”

NEC installed a comprehensive, IP-enabled, voice solution from its UNIVERGE platform. The NEC solution seamlessly integrates with Olive View-UCLA's previous technology, enabling the hospital to migrate over time to protect existing technology investments. For the hospital's new data infrastructure, NEC deployed a Cisco Medical Grade Network, installing new core and data switches throughout the hospital for ample bandwidth and scalability for future clinical applications. The data network also supports the integration of security, management and wireless modules. NEC then deployed Olive View-UCLA's Cisco wireless infrastructure, which consists of more than 300 access points and also integrates with the hospital's new NEC voice platform.

With its new, converged solution, Olive View-UCLA is able to implement advanced, IP-based applications to improve staff communication and productivity across the entire campus.

The hospital integrates the UNIVERGE UA5200—NEC's auto-attendant console—with its health-information system, giving operators the ability to provide incoming callers with more information and better service. “The new console is so easy to use, I can answer more calls faster,” says Olivia Johnson, PBX manager, Olive View-UCLA Medical Center. “And now, thanks to the HIS integration, I give people more accurate information.”

Olive View-UCLA implemented NEC's UC for Business (UCB) within its business office. An application with advanced contact-center functionality, UCB provides skills-based routing so that incoming callers are sent to the most appropriate department based on specific inquiry, appointment, accounts and language preference. UCB is helping the hospital's contact center be more productive and contributes to improved service to patients and the community.

For its clinical staff, Olive View-UCLA deployed a robust, wireless application by Vocera® to improve overall productivity, reduce decision latency, and enable more responsive patient care. The solution includes lightweight, voice-activated, instant-communication badges that are worn by the staff. The Vocera software acts a central-command center, controlling call activity and workflow. The hospital's mobile solution also includes NEC's UNIVERGE SIP MH250 handsets and UNIVERGE Dterm SP30 SoftPhones.

Olive View-UCLA's wired and wireless networks are centrally managed through the hospital's LAN management and wireless control solutions.

Results

Olive View-UCLA's state-of-the-art, converged communications solution enables the hospital to more effectively connect patients to caregivers, offer advanced services and greater efficiency.

NEC's design and implementation provided Olive View-UCLA the interoperability that allows the hospital to protect its current technology investments and drastically lower communication costs. The facility saved tens of thousands of dollars annually in Centrex fees. “Olive View-UCLA is a prime example of how NEC is helping customers meet this critical technology migration challenge in a way that is both flexible and cost effective,” adds Walker.

Brewster gives kudos to NEC's implementation team for making the Olive View-UCLA technology upgrade such a success. “NEC was very responsive throughout the assessment, design, benchmarking, installation and post-cutover support phases of the project,” says Brewster. “We see NEC as more than just a vendor but a partner.”

Olive View-UCLA's new technology is helping its employees perform their roles more efficiently. As Olive View-UCLAs' needs continue to evolve and new applications such as wireless, unified communications and RFID-based asset tracking are introduced, the flexible NEC platform will continue to unify the hospital's communications.

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