

HIS-IZZ HOSPITALS

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Mr. Brocken, Prevention Advisor, HIS-IZZ Hospitals



Background to customer

HIS-IZZ Hospitals is a network of four hospitals based in Brussels. It is a pioneer in the use of technology to support the provision of state-of-the-art patient care.

Challenges and business issues faced

HIS-IZZ Hospitals' four hospitals use a number of internal monitoring systems. Previously if an alarm was detected alerts were sent from the monitoring software to pager devices carried by a team of technical staff. However a 16 character message limit meant that a complex series of codes was used to indicate the nature and source of the alert. Staff had to consult a hospital floor map to determine exactly where to go which was time consuming and increased the risk of service disruption.

HIS-IZZ Hospitals upgraded its analogue phone system to one that used Voice over Internet Protocol (VoIP) but this could not integrate with the pager devices. It therefore needed a better way of managing alerts.

Derdack product that was selected

HIS-IZZ Hospitals has implemented a centralised notification workflow hub using message master® Enterprise Alert from Derdack.

Mr. Brocken, Prevention Advisor, HIS-IZZ Hospitals explains, “We wanted a modern and future proof solution to automating the notification workflow for our critical alerts and warnings. We intensively searched for a suitable system and could see that message master® Enterprise Alert offered a proven solution that provided all of the functionality we were looking for. It has given us greater control over

notifications and reduced the risk of interruption to our business continuity.”

How/where the product was deployed

▪ Implementing a centralised notification hub: Each hospital uses different monitoring systems. message master® Enterprise Alert now interfaces with the Bemac Diana II, Bemac MP80, Siemens Algorex and VLV fire systems. If a critical event is detected, for example a fire alarm is triggered, an email is immediately sent to the message master® Enterprise Alert server.

Derdack's software intelligently analyses the content of the email to determine the precise location of the alarm and nature of the problem. It then creates and sends an SMS message to the technical team that supports the particular building affected by the alert. As the hospital operates 24x7 a full calendar of staff availability is maintained in message master® Enterprise Alert ensuring that no matter what time or day, alerts are sent to the correct team members.

▪ Full back up and resilience:

Derdack's integration partner M2MCOM has implemented a pair of message master® Enterprise Alert servers each of which acts as a centralised notification hub for two hospitals. Each server also provides reciprocal backup, and in the event of a problem affecting normal operation all alerts can be seamlessly switched to the other server thus ensuring continual monitoring.

message master® Enterprise Alert also manages the notification workflow for non-urgent warnings such as where a fire door has been

Client:

HIS-IZZ Hospitals, Belgium

Industry:

Health Care

Derdack product:

message master® Enterprise Alert

Business challenges:

HIS-IZZ Hospitals was looking for a solution that:

- minimises the risk of business interruption
- replaces the legacy pager system
- integrates with multiple systems

Business benefits:

HIS-IZZ Hospitals benefits now from:

- a more effective management of critical alerts, improved patient care
- the rationalisation of systems, lower TCO
- communication of detailed information which reduces the mean time to respond



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left open or a smoke detector is no longer responding. Alerts are sent from message master® Enterprise Alert via SMS to the relevant technical team responsible for that hospital.

What business benefits has the client enjoyed as a result

In a busy hospital a fire alarm has to be investigated immediately to minimise any risk to vulnerable patients. There can be no service downtime and this was an important consideration in building the notification hub. Any updates to the message master® Enterprise Alert software only need to be made to one server. Changes are automatically rolled out to the other server, minimising system maintenance time.

Mr. Brocken commented, “Intelligent translation of the codes contained within the email alerts by message master® Enterprise Alert ensures that we are now sending detailed and meaningful information using plain language to the technical team. This improves the speed of response allowing staff to react be-

fore patient care can be impacted. We have eliminated the need for staff to carry both pagers and mobile phones. Together with the low maintenance associated with message master® Enterprise Alert, we have also reduced our ongoing monitoring costs.”

The sophisticated implementation impressed Bemac who now offer message master® Enterprise Alert as an optional add-on to its own fire systems. Mr. Brocken, HIS-IZZ Hospitals concluded, “message master® Enterprise Alert has given us a flexible system for managing notifications for critical alerts and warnings which enhances our ability to provide high levels of patient care at all times. The project has been a complete success and we are now investigating connecting other technical systems to the notification hub. We are also looking at using message master® Enterprise Alert to more effectively manage patient to nurse calls via SMS.”

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Derdack is an independent software vendor offering mobile messaging platforms and notification workflow software. Derdack’s premium products provide clients with unsurpassed service innovation and business continuity. Derdack is recognized for its intuitive yet inspiring software products and has customers in over 50 countries worldwide.

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