

HIS-IZZ Hospitals

"Enterprise Alert® offered a proven solution that provided all of the functionality we were looking for."

Mr. Brocken, Prevention Advisor, HIS-IZZ Hospitals



Background

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.

Business Challenges

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 centralized notification workflow hub using 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 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 centralized notification hub:

Each hospital uses different monitoring systems. 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 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 Enterprise Alert® ensuring that no matter what time or day, alerts are sent to the correct team members.

Client

HIS-IZZ Hospitals, Belgium

Industry

Health Care

Business challenge

HIS-IZZ Hospitals was looking for a solution that

- minimizes 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 rationalization of systems, lower TCO
- communication of detailed information which reduces the mean time to respond

Learn more

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▪ Full back up and resilience:
Derdack's integration partner M2MCOM has implemented a pair of Enterprise Alert® servers each of which acts as a centralized 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. Enterprise Alert® also manages the notification workflow for non-urgent warnings such as where a fire door has been left open or a smoke detector is no longer responding. Alerts are sent from 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 minimize 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 Enterprise Alert® software only need to be made to one server. Changes are automatically rolled out to the other server, minimizing system maintenance time.

Mr. Brocken commented, "Intelligent translation of the codes contained within the email alerts by 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 before 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 Enterprise Alert®, we have also reduced our ongoing monitoring costs."

The sophisticated implementation impressed Bemac who now offer Enterprise Alert® as an optional add-on to its own fire systems. Mr. Brocken, HIS-IZZ Hospitals concluded, "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 Enterprise Alert® to more effectively manage patient to nurse calls via SMS."



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