



Healthcare

Daily Use

- Durable communication device able to withstand rigors of shift-based hospital environment

Solution

- Polycom® SpectraLink® 6000 Wireless Telephone System

Results and Benefits

- Private and reliable wireless communication between caregivers and supporting staff satisfying HIPAA concerns
- Allows caretakers to use their time more efficiently and to offer an increased level of patient care
- Easy-to-use durable handsets are deployed across shifts and require minimal IT support
- Seamless integration with the hospital's Mitel SX 2000 PBX

Polycom® Wireless Telephones Help Increase Patient Satisfaction at Sutter Roseville Medical Center

Sutter Roseville Medical Center is based in Northern California and employs more than 1,500 people. The facility is an affiliate of Sutter Health—one of the nation's leading not-for-profit networks of hospitals, doctors, nurses, and other health care services. Top-quality care and efficiency are integral to the success of the organization. In order to maximize the effectiveness of its staff, Sutter Roseville Medical Center deployed a Polycom® SpectraLink® 6000 Wireless Telephone System.

The Business Challenge Facing Sutter Roseville

When it installed the SpectraLink 6000 system, the hospital was looking for a durable communications device that would withstand the rigors of a shift-based, hospital environment. The hospital, which averages more than 3,000 calls per day in the units where SpectraLink handsets are deployed, found that its original wireless solution was not performing as well as they had hoped. After evaluating various technologies, hospital administrators chose the SpectraLink 6000 system. While some healthcare organizations are working with intercom-like badges, Sutter Roseville administrators and staff were concerned with privacy issues and call quality. In a study conducted at the hospital, call durations averaged one minute and 46 seconds. In addition, approximately 80 percent of those calls were of a private nature.

A Solution that Integrates Wireless with PBX

Sutter Roseville Medical Center originally deployed 50 SpectraLink Wireless Telephones. Today, there are 120 handsets at the facility. The SpectraLink 6000 system seamlessly integrates with the hospital's Mitel SX 2000 PBX. According to administrators, the SpectraLink Wireless Telephones have become an essential tool for the hospital's nursing staff.

Minimal IT Support, Lower Overall TCO

Use of the handsets requires minimal training since they are simply a wireless extension of traditional desk phones. Furthermore, the durable handsets are used across shifts and require minimal IT support, thereby reducing the overall total cost of ownership (TCO).

Results? Improved Patient Care Processes

As a result of the deployment, caregivers agree that the solution allows them to use their time more efficiently and to offer an increased level of patient

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Gail Fischer, Director, Medical/Surgical Unit, Sutter Roseville Medical Center

care. The nursing staff has fully embraced the SpectraLink 6000 Wireless Telephone System, having indicated that it satisfied their communications requirements while still allowing them to get their job done.

“Without the SpectraLink handsets, we’d waste countless hours running back and forth between patients and the nursing stations,” said Gail Fischer, director of the hospital’s medical/surgical unit. “The handsets have greatly improved our patient care processes, and therefore, patient satisfaction levels are also up.”

Learn More

Visit polycom.com to find out more about Polycom SpectraLink Wireless Telephones and other Polycom solutions and services.

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