



Barwon Health leads the way with technology to provide the right care at the right place and the right time.

## Situation

**Objective: leverage technology to connect key roles involved in delivering patient care.**

Barwon Health is well on the way to achieving its vision of being Australia's leading regional health service and of building a healthier community in the greater Geelong area. As one of the largest and most comprehensive regional health services in Australia, technology is one of the key strategies supporting this vision.

"Our primary focus is our patients and we are always looking at how we can do better. We embrace technology and we plan for it. If there is a way it can help us improve patient care, we

want to know about it. As such, we are often early adopters of new solutions," said Anton Selvakumaran, Manager, Clinical Engineering at Barwon Health.

It is this focus on always doing things better that drove Barwon Health to look at ways they could automate some of their existing clinical workflows.

The objective was to move beyond the existing nurse call functionality of their previous-generation Rauland Responder® system, and explore a way to automatically connect the other key teams involved in delivering patient care.

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## Solution

### **An integrated, hospital-wide communications platform.**

In considering their options, Barwon Health turned to Rauland Australia as a trusted technology partner. The existing Responder IV Nurse Call System was robust and working well and while Rauland was the first point of call, Barwon Health explored alternatives before making their decision.

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Barwon Health selected the Rauland Responder 5 hospital-wide communications platform. At the bedside, the system provides smart nurse call functionality. The power to transform current ways of working, however, comes from the automated workflows feature of the platform, where a single press of a

button on a Workflow Terminal can initiate hundreds of call processes.

Rauland worked closely with key clinical stakeholders to understand the way they work, their top priorities and their biggest concerns. This in-depth needs analysis enabled truly customised solutions to be created for each area selected for initial deployment.

“One of the key concerns with deploying any new technology is key stakeholder perception. Will they see the change as a positive one? Each ward is different but Angela (the registered nurse on the Rauland team) speaks the language of our internal customers and ensures their specific requirements are understood and met, and that they are engaged in the process and embrace the final solution,” Anton said.

# Outcomes

Key areas of the University Hospital Geelong have been able to reduce the time taken to perform common workflows. Clinical and support teams are better connected, enabling greater focus on patient care.

Responder 5 is installed in the hospital's Theatres, the ICU, and the Cardiac and Maternity wards, with a number of other installations currently underway.

All of these teams have been able to spend more time focused on what matters most. They have done this by:

- **Streamlined communications:** fast, direct and precise patient-to-staff and staff-to-staff communication
- **Improved workflows:** a single press of a button sets off a cascade of actions and shares information across multiple systems

Even within the one hospital, however, no two solutions are exactly the same. Each ward has its own challenges, its own priorities and its own language. Rauland worked with each area to customise a solution that supports the way they work.

## Highlights

### THEATRES

**Highly specialised and high-cost teams are informed, empowered and efficient.**

'Recovery Closed' message and corridor lights alert Theatre staff that Recovery is full; one press of a button initiates multi-step processes (e.g. 'Clean Theatre'); comprehensive reporting helps to manage KPIs.

### CARDIAC

**Nurses and patients are better connected; automated workflows help teams collaborate.**

Bedside nurse call handset has 'Pain', 'Water', 'Toilet' and the standard 'Nurse' buttons, and enables direct conversation with the nurse; integration with bed sensors sends a 'Falls Alert' alarm; automated workflows streamline requests for assistance (e.g. one-touch 'Transport Required' button).

### MATERNITY

**One push of a button ensures obstacle-free access from birthing suite to theatre.**

Automated coloured lights along the corridor and supporting voice announcements enable smooth and safe transport along an otherwise crowded, public walkway.

### ICU

**Staff can quickly coordinate what they need without leaving the patient.**

Bedside Workflow Terminals enable intercom communication and one-push request for assistance from specialist teams – no need to specify what is required as the system sends pre-programmed messages.

## WORDS OF ADVICE

Any new technology installation presents new learnings and opportunities to do things better next time around. "Be careful of doing too much too quickly and, with multiple projects underway, ensure you have one central Project Management figure that oversees all of them," said Anton Selvakumaran.

"Our biggest mistake was not installing a workflow terminal at every ICU bed. We are in the process of correcting this mistake," he added.

## FUTURE OUTLOOK

**Responder 5 continues to be rolled out at University Hospital but it won't end there. Barwon Health has a bold vision of creating a 'human centric' communication environment where the needs of patients and clinical teams define the agenda.**

"We are committed to getting the right information, to the right people, at the right time. And in a way that they can use it, with the context that makes it meaningful," said Arindam Chaudhuri, Director, Health Technology Solutions at Barwon Health. "We selected Rauland Australia as our development and integration partner because they share our vision, have the expertise and infrastructure to support us, and they understand the mission-critical nature of the solutions we are creating," he added.