



Getronics Iberia Helps Mar Health Park Consortium (Psmar) Provide Improved Patient Care And Experience

Company Profile

PSMar brings together one of the most dynamic hubs of healthcare knowledge, education and research in Barcelona, Spain.

Locations

A large health park located on the Barcelona coast, the Centre is comprised of over 10 different buildings with varying fields and functions.

Activities

The Barcelona PSMar offers an extensive and complete range of public healthcare services, including teaching and research facilities.

Challenge

To better integrate and streamline communications and processes across the different buildings and centres, improve medical and security procedures, optimise resources and maximise its use.



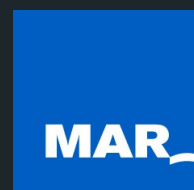
Sector: Healthcare

Solution: Nified Communications, Applications, IOT

The Challenge & Objectives

PSMar, the next step forward for the Municipal Institute of Health Assistance (IMAS), integrated different municipal public healthcare services, including the hospital services of Mar Hospital and Esperança Hospital, along with other health institutes and research centres.

PSMar was designed to be an integrated management model for all centres to improve the quality of the services while acting as one single entity. For Getronics, the challenge was to complement such integration by streamlining IT processes and communications among all buildings and units of the health park to improve the quality of services, reduce overall IT maintenance costs, and ensure the security and privacy of each unit, its staff and patients.



The Solution

Getronics Iberia was put in charge of the design, implementation, installation, configuration and maintenance of the whole Unified Communications (UC) network across all PSMar entities, including hospitals, offices, and support centres, as well as psychiatry, training and research centres.

A comprehensive UC solution based on NEC SIP@Net server, combined with Getronics' knowledge and expertise in Healthcare and Public Services, allowed us to deliver a solution tailored to the specific needs of the customer and its 2,000+ users. This included: IP DECT for mobility, external contact centre, internal contact centre (IT helpdesk), a solution for virtual meeting rooms, as well as CEBP (Communications Enabled Business Process) for automation of SOS processes, CRA (Cardiorespiratory arrest) and ICTUS, and even a full IP Nurse Call system integrated within the UC platform.

Additionally, thanks to its good understanding of PSMar's objectives and requirements, Getronics was able to expand into new lines of business, including:

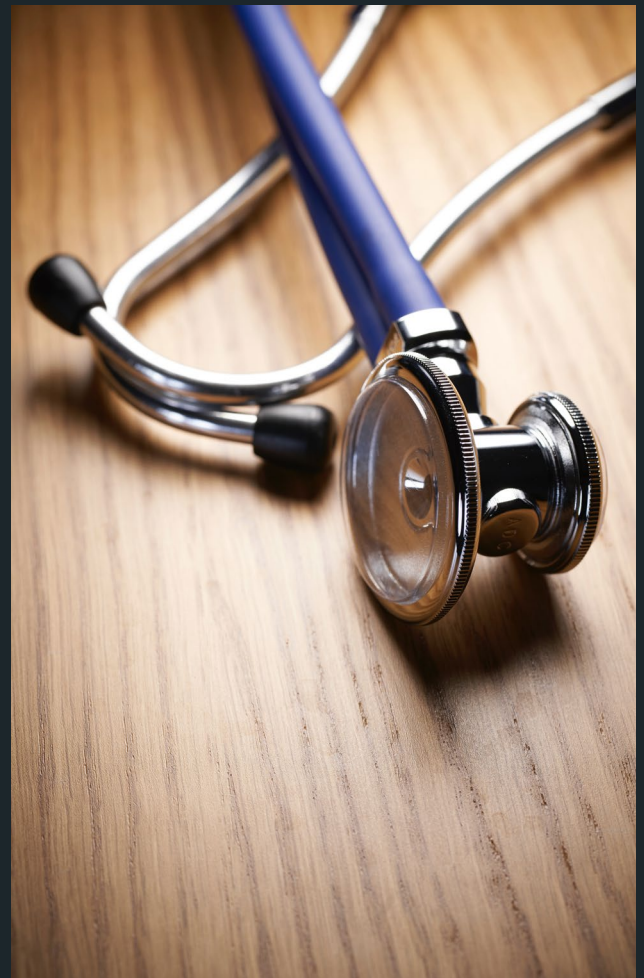
- Geolocation of patients in emergency areas
- General geolocation of assets and patients
- Smart Buildings + Smart Hospitals

This ambitious project has succeeded in improving both staff and patient's experience at PSMar, allowing the staff to focus on their day-to-day priorities and improve their performance. For patients, the quality of services is improved, wait time is reduced, more information is available and easily accessed and response time to queries is improved.

Results & Benefits

Getronics is helping Parc de Salut MAR de Barcelona to transform its IT to become an enabler for enhanced patient and customer care. It has also allowed the health centre to achieve:

- Single Point of Control
- Reduced Operating Costs
- Reduced Maintenance Costs
- Improved Patient Experience
- Improved Patient Family and Visitors' Experience
- Increased and Confirmed Security of Critical Procedures
- Standardised Services



The Future

As we continue building our relationship with PSMar, the Getronics team is currently working on a pilot of in-house patient geolocation. With this solution, the hospital aims to improve the use of boxes and reduce wait times in the emergency area, in addition to providing a better patient experience. During the pilot, Getronics has tested a new technology that uses AoA (Angle of Arrival) to calculate the location of each of the patients with high precision.

"Getronics has helped us on our way to digital transformation through the updating of An old telecommunications infrastructure, turning this into a convergent it solution and generally improving our key procedures. The most important of these is the availability of getronics to suit our requirements and needs"

Elisabet Izquierdo, Infrastructures and General Services Director

Why Getronics?

Getronics has a long history of working with customers to manage complex change projects, with a strong position in the markets where it operates.

The strength of its main assets - its human resources, its end-to-end capability and its large portfolio of strategic customers in the public, social health, financial and industrial sectors - make it a benchmark company in the IT field.

"We value getronics' strong focus on the experience of the user. That includes our staff, patients and even the family of these patients. This is key as it's also a priority for us."

Elisabet Izquierdo, Infrastructures and General Services Director

