



Making Wireless an Indoor State of Mind



► Intermountain Healthcare

Nation's #1 Integrated Hospital Looks to Boost Efficiency with Pervasive Wireless Coverage

In 1975, the Mormon church donated its 15-hospital system to the surrounding community and Intermountain Healthcare was established. Today, the healthcare provider supports 21 hospitals and clinics and stands out as a model of efficiency. Intermountain's average in-patient charges are 27% below the national average for comparable institutions (Source: *MEDPAR*). For five years running, the hospital has been named the nation's top integrated healthcare system by *Modern Healthcare* and *Verispan*.

The hospital has come a long way from its early origins by continually striving to improve quality while keeping healthcare affordable. As a part of this mission, Intermountain's executive team realized that wireless connectivity would help them meet ambitious new financial targets and operational metrics by boosting staff productivity and enhancing patient care at the same time.

First and foremost, Intermountain Healthcare executives wanted to reduce patient wait times by giving caregivers instant access to patients' medical records anywhere on the expansive 1.4 million square foot campus. They predicted that enhanced mobility would drive up productivity since caregivers could focus more time on patients and less time on administrative tasks. Wireless access could also simplify inter-departmental coordination of care while improving medical accuracy. Ultimately, patients would directly benefit and appreciate the convenience of connecting with friends and family during their hospital stay.

Whether they used their PDAs, mobile phones, or laptops, caregivers needed always-on coverage for Vocera's 2-way instant communications, cellular voice and data, and 802.11 WLAN services from multiple operators, including Sprint/Nextel, T-Mobile, and Verizon. Hospital first responders also needed reliable public safety radio service on campus.

"In today's hospital, migrating to a wireless infrastructure is more than a 'nice to have,' it is becoming the intrinsic 'need to have' for both staff and patients," said David Baird, Intermountain Healthcare's Urban Central Region Director of Information Systems. Because of the hospital's non-profit mission, executives wanted to control any future expenses associated with wireless connectivity.

However, with the impressive array of new mobile medical applications entering the market every year, the team also wanted the freedom to activate future wireless services as they were needed, without unanticipated expenses or impractical overhauls.



The Company

With 21 hospitals and 26,000 employees, Salt Lake City's Intermountain Healthcare is the nation's #1 integrated healthcare system, delivering over \$2.9 billion in not-for-profit medical care since 1989.

Challenges

- Boost productivity and reduce patient wait times by giving caregivers instant access to medical data
- Provide reliable wireless voice, public safety, and WLAN services for staff and patients
- Activate new wireless services anytime, anywhere
- Lower expenses to offset the rising cost of care

Benefits

- Cost-effectively creates multi-service wireless coverage over a common infrastructure
- Gives caregivers real-time access to patient data anywhere on the 1.4m square foot campus
- Transparently supports WLAN and Vocera services
- Wire-it-Once™ infrastructure adapts to future requirements without disruption and re-wiring

From an IT management perspective, containing operational expenses and guaranteeing patient safety were essential. They had to leverage existing resources to efficiently monitor wireless services across the large campus. Also, the team wanted to avoid invasive maintenance activities in ceilings and walls, which required infection control procedures. Scalability was also high on their list of requirements since IT managers were expected to activate new wireless services quickly and extend services to new buildings, as the hospital expanded.

Energized by the potential of a wireless transformation at the hospital, Intermountain's executive team sought a complete wireless solution to meet their current and future goals so that they could continue to provide affordable care to Utah's residents.

The Solution

Upon evaluating their hospital's requirements, Intermountain Healthcare executives selected the MobileAccess Universal Wireless Network platform to meet all of their in-building wireless needs. With its multi-service capabilities and highly scalable architecture, the MobileAccess infrastructure had proven successful in complex healthcare environments.

Today, the MobileAccess Universal Wireless Network provides pervasive wireless coverage for the *Jon and Karen Huntsman Cancer Center Laboratories*. By October of 2007, all remaining buildings under construction will be wireless-enabled, including the women's hospital, heart and lung center and emergency and trauma center.

The innovative MobileAccess wireless platform simultaneously delivers pervasive wireless coverage for all of the hospital's operators, devices, and voice and data services over a common infrastructure. Bringing together an ideal combination of low-loss fiber optics and coaxial cabling, the solution ensures that patient data is reliably delivered to and from caregivers' mobile devices, anywhere on campus. Hospital employees now spend less time traveling across the campus and patients receive their test results in record time.

"By delivering real-time access to information across our campus, Enterprise Access helps us improve caregiver productivity while reducing travel, testing and waiting times for patients and operational costs for our organization," David Baird, Intermountain Healthcare's Urban Central Region Director of Information Systems.

With the Carescape solution powered by MobileAccess technology, doctors and nurses can rely on Vocera 2-way instant communications services and Wi-Fi applications, delivered transparently over the same infrastructure used to deliver all other wireless offerings. And unlike conventional WLAN approaches, the hospital can subsidize WLAN infrastructure costs with other wireless requirements. The IT team was impressed with the modular Wire-it-Once™ architecture since there is no need to manage costly and separate network infrastructures for each wireless service. And from a management perspective, activating new wireless services is as simple as adding the appropriate service module in wiring closets. Contamination control procedures are also avoided because all routine maintenance occurs away from patient areas, in secure wiring closets.

About MobileAccess

MobileAccess Networks is an enterprise wireless innovator that provides a universal platform for connecting the people and applications that drive business. The company's intelligent, in-building infrastructure solution is the key to mainstream wireless connectivity in hospitals, office buildings, public venues and other large-scale facilities. The MobileAccess Universal Wireless Network delivers business-quality performance, scalability, security and signal reliability to more than 1000 customers, including Aladdin Resort and Casino, ALLTEL Stadium, American University, Clarian Health Partners, Hearst Corporation, Lehman Brothers, Northwestern Memorial Hospital, Oakland International Airport, SeaMobile and The Homer Building. For more information, visit www.mobileaccess.com.

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