Mobility Means Better Care at European Hospital

University Hospital Innsbruck improves hospital efficiency, security, and patient care with one unified network.

EXECUTIVE SUMMARY

University Hospital Innsbruck

- Healthcare
- Innsbruck, Tirol, Austria
- 6500 employees

BUSINESS IMPACT

Benefits delivered by the Cisco Unified Wireless Network include:

- Maximized resources through integrated wired and wireless infrastructure
- Expanded wireless network five-fold without adding staff
- Increased staff mobility, efficiency, and security
- Improved the patient experience and quality of care

Business Challenge

University Hospital Innsbruck is one of the four hospitals comprising the internationally renowned TILAK organization, the largest health organization in West Austria and one of the largest in Europe. Like all TILAK University Clinics, University Hospital Innsbruck is known for its research and innovative medical services and is a world leader in transplant surgery.

To support its advanced technology initiatives, University Hospital Innsbruck decided to deploy a new IP infrastructure five years ago. "We began by deploying a Cisco® wired infrastructure and realized we needed to rebuild our wireless network as well," says Romed Giner, CTO of University Hospital Innsbruck. The hospital had 200 Symbol access points in place, but needed a high-performance wireless network that would smoothly integrate with its wired infrastructure. "We were looking for a wireless network that could support a wide range of mobility applications, such as wireless IP telephony and location-based services, without increasing administration time," says Giner.

Solution and Results

University Hospital Innsbruck evaluated five wireless network solutions before choosing Cisco's Unified Wireless Network. "One unified wired and wireless network enabled us to integrate our voice, data, and facility management applications on one infrastructure," says Giner. "This is a rare occurrence in the healthcare industry." Today, an IT team of two manages 18,000 ports and 1000 access points. "We grew our wireless network five-fold without having to add staff."

The Cisco Unified Wireless Network increased staff mobility, improving the quality of care and security the hospital provides. Doctors and nurses are now able to access electronic medical records and lab results from the patient bedside. Wireless EKG and ultrasound machines improve the patient experience and provide practitioners with instant data on their mobile devices. In addition, the network's location-based services enable employees to activate an alarm from their Ekahau RFID badges should patients pose a security risk. And if patients with dementia leave their rooms, their RFID tags send an alert to employee RFID badges, as well as desktops.

To improve the hospital experience further, University Hospital Innsbruck also provides guest access services to patients and visitors and is in the process of testing wireless IP phones.

> "One unified wireless and wired network has given us the freedom to easily expand the mobility applications we need to continue improving the quality of patient care well into the future."
> — **Romed Giner, CTO, University Hospital Innsbruck**

For more information on the Cisco Unified Wireless Network and 802.11n technology, visit: http://www.cisco.com/go/wireless

To find out more about University Clinic of Innsbruck, visit: https://www.tilak.at.