

Optimizing Hospital Management with mrs

Charité Berlin applies mrs solution

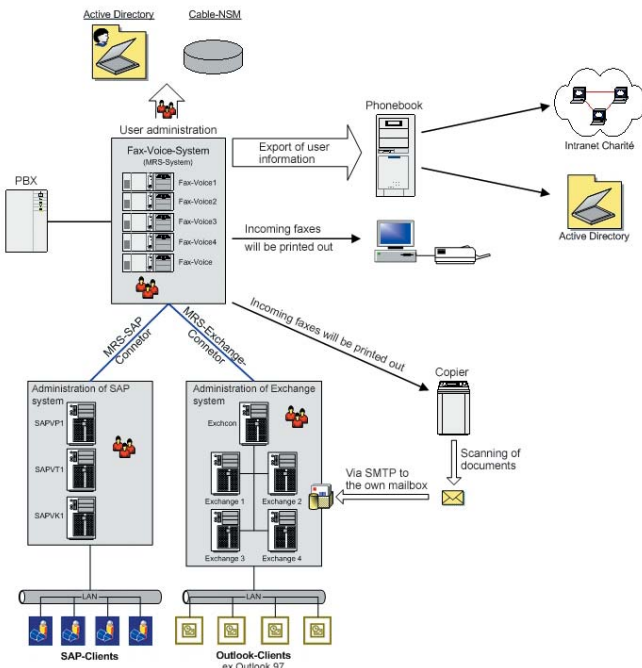


Not only is Charité Universitäts-medizin Berlin one of the longest-standing medical facilities in the whole of Germany, but its 115 clinics and 3,500 beds, spread over three different locations, make it the largest clinic in Europe. Completion (1998) of the "Campus Virchow Klinikum" location also puts the Charité top of the state-of-the-art list in Europe. However, a workforce of around 15,000 means that this tradition-rich clinic needs to function just like any other large enterprise.



As for all large enterprises the size of the Charité, a key success factor is ongoing optimization of the clinic's communication infrastructure. In the healthcare domain, optimization of this kind is also key in helping achieve a high quality of patient treatment and care. It was found that an integrated, all-in-one communication solution was needed to replace the existing telecom system and all those no longer state-of-the-art fax devices. In this situation, the first priority for any decision was to achieve a unified, use-everywhere, future-oriented structure for "Campus Charité Mitte" and "Campus Virchow-Klinikum", the two main locations. Operating and administrative cost-savings were achievable by simplifying the currently complex infrastructure. A further goal was to enhance functionality and user-friendliness for all staff working at the hospital. Because of its ability to meet these requirements, the decision-makers opted for an mrs solution provided by Cycos. Under the management of Siemens AG, Berlin, a unified Hicom 300 network-based solution was installed, able to deliver 100% performance thanks to the uniformity achieved across all communication channels. What gains can a network of this kind deliver? Updateable for new systems, the network offers high security of investment. 30,000 connections are integrated in the telecom network and the fax and voicemail system is accessible to 6,000 users. CTI and SMS are also part of the package provided by Cycos. Itself integrated into a global Siemens system, the Cycos solution also integrates the patients' telephone system, with the addition of a DECT solution. There was no need to switch off the system during switch-over - and things went breakdown-free.

one solution for all communications



PC fax servers ensure direct fax transmission via Microsoft Exchange in all administration environments, in the consulting and staff rooms, and also the clinic's pharmacy. Price inquiries from a total of forty purchasing department workstations are now being processed directly in the SAP System. A lot of time and money is being saved, especially so in the central pharmacy at the Charité, where an average 100 medication inquiry faxes arrive every hour (300 in the "rush hour"). These faxes are routed to a high-performance printer integrated in the mrs solution, from where they are routed on. This results in a multiple speed-up in processing. A sustained improvement to the Charité's service structure is the benefit. Patient satisfaction has improved thanks to shorter waiting times. A further bonus in terms of technology is that the system can be updated, growing along with the operation it is designed to serve, and thus ensuring future utility. "Deciding for mrs was the correct choice. The system is very stable in operation and thus extremely reliable," is the final assessment of Ulrich Winhoff, Head of Communication Services at the Charité.

A unified, cross-locational communication infrastructure for the two Charité locations was thus achieved via the realization of a Unified Communications solution, grouping the individual fax and voice servers in a unified communication system with a uniform PC interface and telephone user prompting installed for all services. A Cycos interface was installed for outbound faxes from Charité's SAPSystem.

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