



Enhancing emergency planning with secure communication and seamless collaboration

Why East Sussex Healthcare NHS Trust needed reliable communications for emergency planning and response

Safe patient care is the highest priority for the East Sussex Healthcare NHS Trust. To enhance patient safety, the Trust strives to improve the coordination between staff and services, to ensure effective responses to incidents and emergencies when they occur. To provide this, it was essential that they could reach all of their relevant stakeholders and supply them with the information they need, when they need it.

How East Sussex Healthcare NHS Trust safely coordinate their patient's care during emergencies

East Sussex Healthcare NHS Trust worked with us to connect their staff and healthcare ecosystem. The solution needed to provide team members with a secure connection through multiple channels, including voice, video and text, wherever they were. Through extensive consultation with the various stakeholder groups, they were able to deliver a resilient, secure and reliable emergency preparedness and response service.

What East Sussex Healthcare NHS Trust's collaboration solution looks like

Based on our consulting capabilities, and strategic partnership with Alcatel-Lucent Enterprise, we helped East Sussex Healthcare NHS Trust establish a collaboration solution that delivers operational efficiencies and improves the patient experience. The solution can be extended to become part of a complete and integrated communications hub, which may include hospital and building alarms, enhanced with machine learning and artificial intelligence.



'We recognized that we needed to improve our alerting process for business continuity, critical and major incidents. Rainbow has enabled us to send alerts on-call and to other staff across the organization quickly and effectively.'

Kevin Claxton, Head of Emergency Planning and Business Continuity, East Sussex Healthcare NHS Trust

Challenge

Why East Sussex Healthcare NHS Trust needed reliable communications for emergency planning and response

East Sussex Healthcare NHS Trust provides acute hospital and community health services for people living in East Sussex and surrounding areas. The Trust aims to provide the best possible healthcare service to patients, who are the organization's priority.

The Trust needs to plan for, respond to, and maintain services during a wide range of incidents and emergencies that could affect health or patient care.

These could be anything from extreme weather conditions, to an outbreak of an infectious disease or a major transport accident. In readiness for these situations, the Trust requires a secure and reliable collaboration solution to safely co-ordinate patients' care during emergencies. It had to enable the Trust to deliver relevant information to different stakeholders across various locations and groups, complying with data sharing and data privacy rules.

Solution

How East Sussex Healthcare NHS Trust safely coordinate patient's care in emergencies

The Trust wanted to connect its clinical, administrative staff, and other stakeholders to deliver timely, safe, and efficient care during emergencies. It was seeking a collaboration solution to enable secure communication, voice or video calls, texts, and information sharing between members of the Trust, and external stakeholders across various locations.

After an initial consultation, followed by a workshop with cross-functional teams – including Emergency Preparedness, Resilience and Response, IT and clinical staff – we recommended a solution powered by Alcatel-Lucent Enterprise to meet the Trust's collaboration needs.

This solution offered additional control over authentication and group management, to ensure information was shared only with the relevant stakeholders. In addition to the broadcast capabilities, and file sharing, the application allowed for group conferences and team collaboration. It ensured that data was handled and backed-up in a secure, GDPR compliant way.

Outcome

What East Sussex Healthcare NHS Trust's collaboration solution looks like

Based on our consulting capabilities, and strategic partnership with Alcatel-Lucent Enterprise, we helped East Sussex Healthcare NHS Trust establish a collaboration solution that delivers operational efficiencies and enhances the patient experience.

The collaboration solution is easy to use, enabling the staff to contact who they need, when they need them. It is rapid to deploy, and available through a quick and easy set up on smartphones and desktop devices.

The authentication and access management allowed for a controlled and phased roll out. The collaboration application was initially used by over 160 users across the Trust, helping to simplify and improve crisis communications. The successful roll out has now seen numbers of other teams and services across the Trust adopt the solution as an effective means of communication and information transfer. This will simplify and improve the day-to-day life of the clinical staff, and over time will contribute towards improving the patients' journey and delivering efficiency cost savings.

Customizable and open to an organization's care pathway, the solution can seamlessly integrate into both new and existing organization's processes and technologies. Its integration in the wider communications platform enables the Trust to use the application to connect not only through the app, but also to dial in external phone numbers and hospital extensions. The solution is likely to be extended to become part of a complete and integrated communications hub, which may include hospital and building alarms, enhanced with machine learning and artificial intelligence.

Which technologies?

- Alcatel-Lucent Rainbow

Which services?

- Consulting

Which partners?

- Alcatel-Lucent Enterprise