Elisabeth-TweeSteden Ziekenhuis (ETZ)

Hospital in Tilburg, The Netherlands

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Project Details

Customer

Elisabeth-TweeSteden Ziekenhuis, Tilburg (NL)

Project Type

Comprehensive Communication Solution for Operating rooms in hospital

Basic Data

Hands-free communication

Reliable alarm and announcement system

Round-the-clock lift communication

Building communication

Integration in existing system

Technical Data

1 x Software Intercom Server VirtuoSIS

24 x Wallmount Intercom Station WS 800 FI

7 x Wallmount Intercom Station WS 800 PI

4 x Wallmount Intercom Station WS 201 PI

4 x IP-Intercom module ET 908 A

4 x 50W Amplifier AF 50I

4 x 20W Amplifier AF 20I

9 x IP master and control desk station EE 900

The Challenge

In the medical sector, seconds can be decisive in terms of life and death, especially in emergency and operating rooms. To meet high efficiency and all safety standards, the operating rooms at Elisabeth-TweeSteden Hospital (ETZ) in Tilburg should be renewed completely, including the communication system.

Due to previous collaboration, Commend and the affiliated TKH company Keyprocessor were charged to do this. The third implementer, Hoppenbrouwers, had already worked successfully with Keyprocessor on other projects and should do the installing. The refurbishment plans should drawn up in close cooperation with the users, taking into consideration the operating theatre workflows. Consultants "Sweegers and de Bruijn", who were responsible for renovating the operation rooms, should advise on the functionality and location of technical facilities, including the communication system.

Owing to the complexity of the project, many requirements had to be met, including:

– Scalability to allow a phased implementation

– Operations had to be able to continue throughout the renovation.

– The project had to proceed on a tight schedule and limited budget.

– Risks to patients and staff had to be eliminated.

The Solution

In close cooperation with Keyprocessor, Commend planned and installed a security and communication solution for the Elisabeth-TweeSteden Hospital´s operating facilities, which ensures **easy and hands-free communication**. Commend´s **membrane-protected Wallmount station WS 800F** was chosen to guarantee safe and clean communication even during surgeries. 24 pcs were placed in the various operating rooms; as well as 11 Wallmount stations WS 800P and 200P were installed in the hallways of the OR area for music feeds. Additional IP master and control desk stations are used in the wards, e.g for making announcements.

To **ensure round-the-clock lift communication**, modules WT 908A were assembled, ready for connection of a keypad with 18 keys or three single buttons, a loudspeaker, a microphone and the supplied call status LED.

With the **world's first 100% software-based Intercom Server VirtuoSIS** the system integrates seamlessly into Elisabeth TweeSteden´s virtual IT environment.

Keyprocessor had a well-designed plan and scheduled a "live" trial run in cooperation with the IT department prior to implementation to eliminate as many risks as possible. Cooperating with the IT department was crucial to ensuring the required "plug&play" installation of the system in the operating rooms.

After eliminating risks to patients and staff during the implementation stage, the solution offers **IP-based state-of-the-art voice communication and music feeds**, as well as **interface connections to the existing DECT telephony system**.
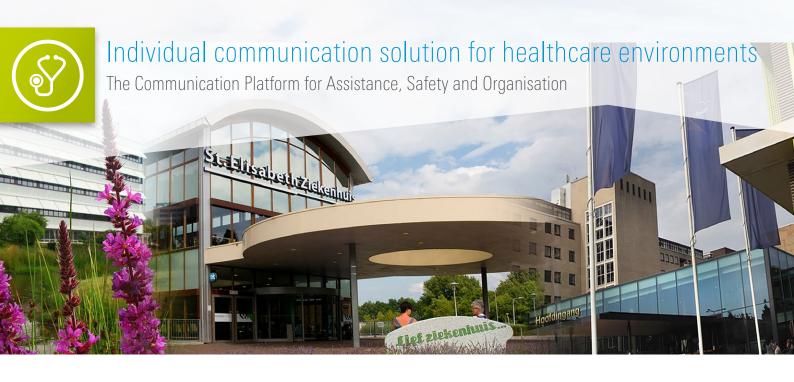
Short Profile of the Hospital

In 2013 the TweeSteden Hospital and the Elisabeth Hospital in Tilburg merged to one of the largest medial centers and clinical care teaching hospitals with an extensive range of specialist medical care in the Netherlands. They offer excellent care close to people's home, with a focus on the person behind the patient. To make the visit to the hospital as efficient as possible, the hospital's caregiving services are organized into streamlined pathways covering a wide range of treatments and research activities.

Special Benefits from the customer´s perspective:

– Proven reliability of the Commend equipment

– Sterilizable stations in the product portfolio

– World´s first Software Intercom server VirtuoSIS

– Easy handling of the software

Extra High Volume

Intelligent Volume Control (IVC)

Many variants for every Application (Camera, Keypad,...)

OpenDuplex® for natural, hands free communication

16 kHz eHD Voice speech quality

IoIP

IP 66

Series WS 800 F

Individual communication solution for healthcare environments

The Communication Platform for Assistance, Safety and Organisation

> " *Seeing a project like this come to life in such a complex and sensitive environment is always exciting, even if you eliminate potential risks beforehand.* "

Erwin Vromans
Project manager, Elisabeth-TweeSteden Ziekenhuis

Real life still makes for the best stories

How do Commend solutions cope with the tough real-life communication and security challenges at thousands of locations all over the world? Real-life answers to this question are provided by the many case studies on customer projects. They are available as downloadable PDF files in German, English and local languages.

Your local Commend contact person will be happy to answer any further questions regarding individual solutions.

Secure communication systems by Commend

Can you imagine a system that millions of people rely on every day, where every word has to count? This is the world of Commend! Secure, reliable communication is our passion.

As global market leader with over 40 years' experience in developing voice technology, we have integrated video and interfaces to third-party equipment that complies with international norms and standards. Commend is the natural choice for hands-free voice communication systems all over the world.

Other Projects

Klagenfurt Clinical Centre, Austria

University Hospital Zurich, Switzerland

University Hospital Center Zagreb, Croatia

A strong worldwide network.

Commend is represented the world over by local Commend partners, ensuring enhanced security and communication with tailored Intercom solutions.

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The ORIGINAL **OpenDuplex®** Natural Communication — **Natural Communication**

16 kHz *e*HD Voice — **Audio Bandwidth**

Extra High Volume

Background Noise Suppression

Loudspeaker-to-Microphone Monitoring

Audio Monitoring

IEC 60601-1 Standard for Medical Devices