



CUSTOMER REFERENCE STORY

Creating a hospital for the 21st century

How the Ascom Healthcare Platform is helping Erasmus MC Rotterdam realize its vision for innovative patient-centric care

Solving unique challenges to realize a patient-centric vision

The facts and figures are truly impressive: a 203,000 m² floor area, 586 single-patient rooms, 22 operating rooms. But what really sets the Erasmus MC hospital in Rotterdam apart is its vision for patient safety, patient autonomy and patient-centric care. In fact, every aspect of Erasmus MC—from its soothing color schemes to alarm filtering to smooth clinical workflows—has been designed to nurture recovery in a calm healing environment.

But how could Erasmus MC realize this vision, given its 586 single-patient rooms, each generating messages, alerts and assorted clinical data? The answer lay in the hospital's Medical Integrated Communications and Information System (MICIS), which integrates Erasmus MC's digital information systems into a single platform.

Erasmus MC, however, required a strategic partner to help it implement MICIS; a partner with healthcare consultancy, hardware and software solutions, as well as a track record in advanced clinical information management. "Ascom is unique in satisfying all these criteria," says Ascom Benelux Managing Director Olaf Hendriks. "It was a key reason why Erasmus MC chose us to develop a solution to implement their MICIS."

An integrated platform solution with unmatched depth

To devise a customized solution for Erasmus MC, Ascom combined various components of the Ascom Healthcare Platform: consulting, software, smartphones, integration with Electronic Health Records (EHR) and third-party applications, commissioning, training and support.



Source: Ruud Koppenol

“The Medical Integrated Communications and Information System—with Ascom as the lead contractor—was delivered as a stable solution within the allotted time. That is an incredible achievement for such an innovative project.”

Simon Vermeer
Chief Information Officer,
Erasmus MC

The result was an end-to-end solution, with Ascom Unite and Digistat software *integrating* siloed healthcare IT systems and fragmented data with the hospital’s Electronic Health Record (EHR) system in order to bridge digital information gaps. The software also *orchestrates* clinical information; filtering and prioritizing it, and managing its speedy and uniform delivery to assigned caregivers. Finally, Ascom Myco 2 smartphones *enable* informed actions and decisions. Caregivers receive context-rich alerts, complete with patient names and locations, direct to their Ascom Myco 2 smartphones.

Erasmus MC was officially opened on September 6, 2018. Since then the MICIS solution has, in the words of Erasmus CIO Simon Vermeer, “made a visible and essential contribution to achieving our goals of improved patient comfort, quicker recovery, enhanced efficiency and increased patient satisfaction.” Advanced alert management, for example, is helping to ensure patient safety by sending alerts to specified clinicians, with escalation to colleagues when appropriate. Sending filtered alerts and messages to mobile clinicians’ Ascom Myco 2 smartphones is also helping to foster a calmer environment; contributing to fewer disturbances to patients, and a lower risk of alarm fatigue for frontline staff.

Leading a world-class team for a world-class hospital

The new Erasmus MC in Rotterdam is the result of twenty years preparation and eight years construction work. Throughout its involvement in the project, Ascom held multidisciplinary workshops and reviews with the hospital. Ascom also held IT sessions with key staff from Erasmus MC and project partners—working together to optimize the MICIS’s reliability, scalability and security.

“Close collaboration with clients and partners,” says Hendriks, “is a given in any project. But the Erasmus MC project—realizing as it does such an ambitious vision for patient-centric healthcare—called for an exceptional degree of cooperation and flexibility. And it paid off: a world-class healthcare information solution, delivered on time, for a world-class hospital.”

“The realization of the new state-of-the art Erasmus MC is a team achievement of the highest order. The architects, contractors, sub-contractors and many staff members of Erasmus MC all played their part in this accomplishment. Ascom has delivered an outstanding achievement and made a great contribution to creating the hospital of the 21st century.”

David Voetelink
Chief Financial Officer,
Erasmus MC



Ascom Myco 2



The Ascom Healthcare Platform at Erasmus MC Rotterdam

Integrate

Ascom Unite software is crucial to the Ascom solution at Erasmus MC. It is the solution's integrative backbone, combining numerous existing information networks and healthcare IT systems into one common, cohesive platform for the entire hospital. Ascom also implemented its Digistat Connect software—critical for acquiring information from medical devices, and creating a common, standard and automatic data stream to hospital information systems.

Orchestrate

The Ascom Unite software suite is also responsible for orchestrating alerts, messages and requests at Erasmus MC—helping to ensure the correct information is delivered to the appropriate caregiver at the correct time. Moreover, the Ascom solution at Erasmus MC assigns, prioritizes and escalates alerts, which can help minimize acoustic stress and the risk of alert fatigue.

Enable

The Ascom solution, including Ascom Myco 2 smartphones, delivers up-to-date, context-rich information and alerts to specified mobile clinicians and care teams. The ability to access, interact with, and share clinical information via the Ascom Myco 2 while on the go enables streamlined care and better-informed care decisions.

Erasmus MC Rotterdam – key facts and figures

- A 203,000 m² floor area teaching hospital—the largest such facility in the Netherlands
- Constructed 2009-2017, fully commissioned 2018
- 586 single-patient rooms, of which 38 are ICU, 18 are cardiac ICU
- 22 Operating rooms, 12 radiotherapy bunkers, 18 dialysis stations
- 46 elevators, 15,000 m² laboratories
- Ascom selected to install a Medical Integrated Communications and Information System (MICIS) comprising: consulting, Ascom Unite and Ascom Digistat Connect software, 1,000 Ascom Myco 2 smartphones, integration with facility's EHR, integrations with various third-party solutions, commissioning, training, after-sales support

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