

A MOBILE-COMMUNICATIONS CURE

The Company

University of California, San Francisco Medical Center (UCSF) is a leading university medical center dedicated to defining health worldwide through advanced biomedical research, graduate-level education in the life sciences and health professions, and excellence in patient care. In 1907, the university built its own hospital and a clinics building that serves people from all over the world. Approximately 25,000 doctors, nurses, dentists, pharmacists and scientists have graduated from UCSF.

The Challenge

Make healthcare workers and IT staff continuously accessible by a single phone number and device, regardless of location.

UCSF Medical Center faced the need to improve mobile-communications among healthcare workers and IT staff. Like many hospitals, UCSF Medical Center has especially thick walls throughout the hospital, which makes cell-phone use impossible while inside the building.

A combination of cell-phones, WiFi-phones and pagers enabled healthcare workers and IT staff to roam the hospital while maintaining communication.

For example, if a physician were to arrive at the hospital while in the middle of a cell-phone call, he would have to end the call and then switch to a landline or WiFi-phone once inside the building.

This approach to mobile-communications was both costly and difficult to manage.



“We were challenged to find a way to mobilize physicians, nurses, and IT staff in such a way that they could roam back and forth between the WiFi and cellular networks, especially when entering the hospital or any other cellular dead-zone,” said David Sproul, manager of emerging technologies and IT capital projects at the UCSF Medical Center.

Solution

DiVitas helps UCSF Medical Center reduce costs, gain control, and benefit from continuity

UCSF Medical Center identified the DiVitas Mobile Unified Communications (Mobile UC) solution as one option to its mobile-communications challenge. Once fully rolled out, the DiVitas solution will provide UCSF Medical Center’s contingent of highly mobile healthcare and IT workers with continuous accessibility via a single device.

“Deploying the DiVitas solution is a significant step toward continuous availability of mobile workers, and total control of our mobile-communications management and costs,” said Sproul.

ABOUT UCSF

- Located in San Francisco, California, UCSF has approximately 900 physicians on staff across multiple campuses

THE CHALLENGE

- Make healthcare workers and IT staff continuously accessible by a single phone number and device, regardless of location

THE SOLUTION

- Deploy DiVitas to reduce costs, gain control, and benefit from continuity

THE BENEFITS

- Doctors, nurses, IT staff and other employees are uniquely mobilized such that they can roam within the hospital, in and out of the hospital, and back and forth between the hospital and off-site locations



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The DiVitas Mobile UC solution consists of two components. The DiVitas Server is a single device installed at the customer's premises, which works in conjunction with the customer's corporate PBX system. This device allows an enterprise to control and manage mobile devices as they roam among disparate mobile networks – WiFi, cellular or both.

The DiVitas Client is operating system-independent software that resides on the mobile device and communicates with the enterprise. In addition to mobile voice and email, DiVitas unifies corporate messaging capabilities (deskphone, contacts, IM, presence and push-to-talk) for businesses onto a smartphone, which runs over WiFi, cellular or both. Among the deskphone functions DiVitas enables are extension dialing, call transfer, call waiting, call hold, etc.

The Benefits

True to UCSF Medical Center's objective, DiVitas-enabled devices work with both WiFi and cellular networks, and they roam continuously and seamlessly between the two environments. DiVitas-enabled phones also behave the same as deskphones because they allow end users to take advantage of PBX functions such as extension dialing and call forward.

UCSF Medical Center is uniquely mobilizing doctors, nurses, IT staff and other employees such that they can roam within the hospital, in and out of the hospital, and back and forth between the hospital and off-site locations.

How DiVitas Works

The way the DiVitas solution works is seamless and convenient. For example, when a physician places a call from within the hospital, his device is connected via enterprise WiFi.

When that physician leaves the hospital, he will likely find the WiFi service is no longer available. Rather than drop the call, the DiVitas Mobile UC solution recognizes that the physician's device is out of range, and it seamlessly connects the call over the cellular network.

If the call continues, and the physician finds himself back in range of any accessible WiFi network, his call will automatically roam back to WiFi. The DiVitas Mobile UC solution will always seek the most optimal network connection (cellular or WiFi). This task is done automatically and seamlessly, allowing the physician to focus on patient care rather than worry about dropping a call and changing devices.

DiVitas will also help the Medical Center save money by reducing its dependence on carrier services.

Working with DiVitas, the medical center furthermore benefits from reducing its complexity. The DiVitas Mobile UC solution demonstrated that it's possible for the enterprise to retain complete control over its mobile-communications infrastructure. On the management side, the medical center's IT administrators are granted complete control over the medical center's handsets, applications, WLAN infrastructure and policy compliance.

"The initial deployment of the DiVitas solution will provide us control over our mobile-communications infrastructure that we have never had, nor ever would have had, with a carrier-based solution," said Sproul. "To think our own IT administrators can manage our handsets, applications, WLAN infrastructure and policy compliance is a significant improvement."

Summary

Thanks to the help of the DiVitas Mobile UC solution, UCSF Medical Center is on its way to understanding the available options it has in meeting its goal of being able to provide mobile workers, especially healthcare workers and IT staff, with a single mobile device that can place, or accept calls, regardless of location. All that's required is a smartphone and a WiFi or cellular connection.

"Our physicians and nurses will be thrilled that they can soon rid themselves of those batman belts required to carry multiple [cell phones, WiFi phones and pagers] around with them as they roam between patients, their offices, workstations and home," said Sproul.



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