

CASE STUDY

University of Alberta Hospital Campus

Location: Edmonton, AB

Market: Healthcare

Executive Summary:

The University of Alberta Hospital campus – one of Canada’s most prominent healthcare facilities – is home to several prestigious institutions, including the Mazankowski Alberta Heart Institute, Walter C. Mackenzie Health Sciences Centre, Stollery Children’s Hospital and Cross Cancer Institute. In a move to modernize an old nurse call system across these hospitals, Alberta Health Services turned to PX Solutions for upgraded technology.

The new technology provider was selected through an extensive process that scored different solutions based on the needs of campus clinical and facilities maintenance staff. After adopting the new solution in 2019, Alberta Health Services has been able to create a more efficient healthcare system on campus.

Today, the facility continues to reap the benefits of a scalable, easy-to-use nurse call platform, leading to consistently positive hospital experiences for staff and patients.



Business Challenge:

As a critical healthcare facility serving patients in multiple buildings, the University of Alberta Hospital campus needed a straightforward and reliable nurse call communication system. However, its existing system was outdated and consisted of a piecemeal solution from different brands within campus hospitals. This made it difficult for staff to maintain the system and source parts for repairs.

Ultimately, staff wanted a single nurse call communication solution for all campus hospital locations that would be easier to use and manage in the long run.

Solution:

In 2019, Alberta Health Services selected PX Solutions for a user-friendly platform that would replace the current nurse call system, catering to 800 beds throughout the entire University of Alberta Hospital campus.

Since implementing PX Solutions’ platform, the facility has saved tens of thousands of dollars each year by eliminating the need for recurring licensing fees from multiple system vendors. The new system is also able to connect with other platforms seamlessly and is the only system of its kind that uses fiber optic cables – all while meeting the strict UL1069 standard for life-saving emergency devices. With the new nurse call system in place, staff can now focus less on technical difficulties and more on saving lives.

Project Highlights:

By relying on PX Solutions, Alberta Health Services is on track to:

- Complete the 10-year project in five to six years
- Effectively integrate an extremely stable nurse call platform across hospital systems and locations
- Get improved, actionable insights to create better patient care
- Scale its nurse call solution to additional beds and locations in the long run
- Consistently satisfy clinical staff
- Future-proof its nurse call system with the most trusted, experienced hardware manufacturer

Results:

PX Solutions’ partnership with Alberta Health Services united all nurse call systems throughout campus hospitals, resulting in significant time and cost savings. The new solution is also scalable and uses reliable hardware – essential features for a long-lasting system. Now, hospital staff are more satisfied and efficient when using and maintaining the updated system, which translates into better patient care across the entire campus.