

State-of-the-art hospital has Agility at its heart

Fiona Stanley Hospital uses Agility to co-ordinate and maximise service efficiencies.



They are not only responsible for providing 25 soft and hard services including; energy, catering, reception, vehicle and traffic management and ICT (Information & Communication Technology) within and around the hospital; they have to demonstrate their performance against a rigorous set of KPIs. BT is also involved in the project; installing and managing the hospitals communications infrastructure and providing a range of IT services. Serco needed a solution provider who could work alongside them with BT to deliver a fully integrated service helpdesk and maintenance and facilities management system for the entire hospital site.

The client

Fiona Stanley Hospital is a brand new state-of-the-art hospital in Murdoch, Perth, Western Australia. It is the largest building infrastructure project undertaken by the Government of Western Australia, with the hospital covering 200,000m² and costing more than \$2bn AUD. The hospital opened its doors to patients in 2014, with emergency services operating from February 2015.

The hospital has been designed and built around the principles of providing outstanding patient care, optimising clinical efficiency and providing staff with a highly functioning and efficient environment. With 783 patient beds, 1500 outpatients per day, 20 wards, 3600 parking spaces, 4000 clinical staff and 1000 support staff, the hospital is a large, complex environment.

The business need

Serco is a global service provider employing over 100,000 people in more than 30 countries. Serco runs and operates the non-clinical services of the hospital on behalf of the Western Australian Government.

The solution

One of the hospital's main principles is operational efficiency; in line with this Agility is being used to centrally co-ordinate its smooth running and management. There are 10 other systems operating in real time with Agility; either feeding information in, such as the hospital staff skills and training records and the RTLS (Real Time Location Service) or creating service requests such as the I.T helpdesk and telephone system. When the hospital is fully operational, it is forecast that Agility will manage over 80,000 service requests per month, 60,000 of which will then create multiple tasks.

Agility has been specifically configured to allow service requests to be raised quickly and easily directly in Agility through a variety of different methods including the InTouch touchscreen system, self-service points around the hospital, hospital reception and call-centre helpdesk. As there are so many possible sources, it is key that all requests are entered consistently and as quickly as possible into Agility to help ensure performance targets and SLAs (service level agreements) are achieved.



“Fiona Stanley Hospital is an iconic healthcare site. Working with Serco and BT, our teams have delivered a fully integrated workplace management system, which supports the delivery of patient care in a highly complex environment. As the hospital evolves, the collective commitment to improved efficiencies through the use of technology in health is critical”

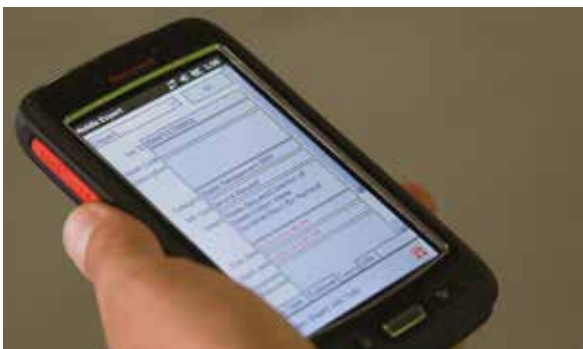
James MacPherson, Commercial Director



No matter how sophisticated the inner workings of the Agility system, ease of use for staff throughout the hospital is a top priority. The helpdesk and self-service requests use an interface with the telephony system to identify the caller and their location to auto-populate fields in Agility. This simplifies and speeds up the logging of service requests.

All service request are quickly and thoroughly triaged in Agility using a simple series of questions which cover over 8000 options. This process ascertains the request's priority, the required resources to complete it and the steps needed to carry it out to ensure no time or other resource is wasted. These requests can then be auto-deployed to a member of staff on a mobile device, assigned to an automated guided vehicle (AGV) or sent to another system for processing. Through the RTLS, Agility identifies the best placed, available resource and the service request is then automatically deployed to them, streamlining the process and helping to achieve performance targets.

Agility has been configured to recognise the severity of certain service requests and put into place the best course of action. For example, in an emergency security situation demanding immediate attention



from safety and incident management staff, Agility will work with the RTLS to take over and automatically recognise staff's attendance rather than enforce the standard acceptance and arrival procedure.

Within the non-public areas of the hospital is a fleet of Automated Guided Vehicles (AGV) which are used to help support staff with routine and heavy lifting tasks such as the movement of linen, waste and medical supplies throughout the hospital. They help to minimise the number of occupational health and safety injuries and help manage infection control by separating clean and dirty tasks. Agility guides the movements of the AGV's along mapped routes, scheduling them to coordinate with support staff and ward activities to avoid wasting time. Any delays or incidents are known and reported through Agility to the relevant support staff.



The InTouch touchscreens give quick and easy access to Agility for both the support and clinical teams to manage patient movements around the hospital. A single action can quickly create, accept and reverse patient movements around the hospital operating on predefined maps and routes.

The touchscreens operating Agility are also being used to quickly and simply execute the steps needed to complete critical activities such as, post-theatre clean down and patient movement by the clinical team.

All service delivery within the hospital needs to be transparent and auditable. Using Agility and a complex set of over 600 KPIs each service requests' performance is continually monitored and the results calculated against the agreed SLAs. All performance is reported into the hospitals central reporting system.