

# **Delivering seamless care through unified, interoperable and scalable solutions**





*Woodlands Health Campus is a new hospital and long-term care facility in Singapore dedicated to putting patients, residents and their journeys at the heart of its care model. As a result, the campus needed communication and collaboration solutions that would work across different care environments and 1,400 beds — from acute and general hospital wards to long-term and community care settings. Ascom smart nurse call and alarm management solutions were chosen and successfully implemented due to their scalability and interoperability with third party systems, as well as the ability of the local Ascom team to respond to the customer's needs and the challenges of a new-build project.*

Officially opened in July 2024, the Woodlands Health Campus (WH) is a new, state-of-the-art facility serving the people of Northern Singapore as part of the national plan to deliver quality and accessible healthcare to all Singaporeans. When the campus is fully opened, WH will have about 1,000 beds in its acute and community hospital, along with almost 400 beds in the Long-Term Care Tower. Provisions are also in place to expand to a total of 1,800 beds to meet future needs.

#### **Seamless care throughout the patient and resident journey**

The campus is designed with a patient-centric model to deliver seamless care across a full range of acute, sub-acute, rehabilitative and transitional services. This means taking a holistic view of a patient's medical needs and being actively involved in a patient's journey across medical specialties and different care settings. As a result, WH needed seamless communication and collaboration solutions for its clinical and caregiving staff to deliver on those aims.

Ministry of Health (MoHH) chose Ascom as its partner to install and implement smart nurse call and alarm management solutions. These solutions were installed across the facility, covering the Medical Centre, General Ward (integrating acute and community wards), Operation Theatre, Emergency Department and Long-term Care.



## Rising to the challenges



**Ascom solutions were chosen because of the critical demands for successful implementation:**

1. **Scalability** – with around 1,400 beds to cover with more to follow, it was vital that the new solutions could perform at scale and across a range of different care environments.
2. **Interoperability** – the new solutions needed to be interoperable and allow easy integration with 3rd party devices and systems.
3. **Local expertise and responsiveness** – the building project faced multiple challenges and delays due to Covid-19 restrictions as well as construction and cabling issues. It was therefore necessary to be flexible and be able to install Ascom solutions on an ad-hoc basis, thanks to a highly responsive local team of experts.

## Dedicated to customer success

The Ascom Project Manager, Raguvaran Veerappan, is proud of the successful implementation and the performance of his team. Reflecting on the experience, he says, “It was certainly a challenging journey. However, with the unwavering support of my dedicated team members on the ground as well as the guidance and mentorship from our management team, we were able to overcome obstacles and successfully complete the project.”

*“We were looking for smart communication and efficient workflows, so we needed solutions that could integrate nurse call and alert notifications as well as coordinate message handling. We also needed interoperability with third-party devices and systems.”*

Senior spokesperson, Woodlands Health Campus



## Seamless communication and coordinated workflows



Built around Ascom's Telligence nurse call and Unite Messaging Suite software, WH's solutions allow unified, seamless communication and coordinated staff workflows. This translates to quick response times and high efficiency that can help increase patient satisfaction and improve staff morale. In addition, the ability to accurately orchestrate alarms, alerts, messages and requests ensures the right information is delivered to the right caregiver at the right time to minimize alarm fatigue.

### Components



Telligence Nurse Call system



Unite Suite – UCM, Unite View, Unite Assign



Unite Integration for Code Blue, housekeeping, etc.



Alert Management Client (AMC)

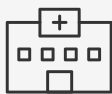
### Integration with third party systems



Smart Bed integration for Bed Exit alarm



Operating theatre system integration for Code Blue alarm



Hospital unified communication integration for Code Blue alarm to Code Blue Response team



RTLS integration for patient location alarm



Pneumatic tube system integration for blood and pharmaceutical products arrival alarm



Automated Guided Vehicle (AGV) integration for materials arrival alarm

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#### About Ascom

*Our vision is a world where the right information moves people forward. Our mission is to put the right information in the right hands at the right time so that people can make the best possible decisions.*

*We are a global provider of communication and collaboration solutions for the acute care, long-term care and enterprise sectors. Our solutions are based on intelligent integrations with software and hardware that are open source and compatible with third party solutions. Every single second, our systems generate large amounts of data, which we then turn into useful and actionable information. This helps us to bring data to life for people in the toughest operational environments, ensuring smooth, complete, and efficient workflows.*

*Ascom is headquartered in Baar (Switzerland), has operating businesses in 19 countries and employs around 1,400 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.*