



# On the safe side: Employee emergency call solution for Weissenhof Clinic

Reference report: Weissenhof Clinic, Germany

Swissphone's alerting solution serves two purposes at once: On the one hand, it serves as a back-up solution if the primary DECT on-site alerting functions within the hospital fail. On the other hand, it protects the staff when they are outside the DECT radio signal – i.e. when they are offsite with patients.



«It is immensely important that we have a reliable alternative in case our primary alarm system fails. Our staff must be able to work calmly and safely – and always receive help as quickly as possible in the event of a psychiatric emergency.»

Mike Haupt, Competence Team Leader VoIP & PNA

In 2016, the hospital evaluated various solutions and providers – to optimise staff safety both inside and outside the hospital. The primary goal was to find a failover solution for the local alarm system that was as economical, secure and proven as possible. The in-house system based on IP and DECT was running stably, but one had to think of all eventualities. In addition, it is important to keep it up to date: «When we carry out major maintenance work on our primary system, we call on our staff to use the Swissphone system in case of an emergency call,» explains Haupt. In addition, it was necessary to implement a solution that would allow staff to make an emergency call discreetly

## Two scenarios, one solution

As a state hospital with a forensic psychiatric ward, an acute psychiatric ward and a clinic for addiction therapy, aggression towards staff is unfortunately an everyday possibility. In concrete terms, this means that statistically every two days an alarm is triggered due to a threatening situation. Mike Haupt, Competence Team Leader for VoIP & Personal Security (PNA) of the centres in Wiesloch, Weinsberg and Winnenden, tells us: «It is immensely important that we have a reliable alternative in case our primary alarm system fails. Our staff must be able to work calmly and safely – and always receive help as quickly as possible in the event of a psychiatric emergency.»

## The Weissenhof Clinic

The Weissenhof Clinic, an academic teaching hospital of the University of Heidelberg, is a modern psychiatric hospital (with clinics for general psychiatry, gerontological psychiatry, forensic psychiatry and child and adolescent psychiatry), addiction therapy and psychotherapeutic medicine. With more than 700 planned beds, more than 13,000 patients are treated annually. The hospital employs almost 1,500 people, including part-time staff. This also makes it the largest employer in the city of Weinsberg and one of the largest employers in the region.

and quickly even outside the boundaries of the premises, i.e. without DECT reception. Both nursing staff and doctors sometimes go on excursions with patients, for example, to the surrounding wine regions or to the city. «Even in these situations, the protection of our staff must always be guaranteed,» Haupt points out. The acceptance among the nursing staff for the Swissphone emergency call system is high. The importance of safeguarding professionals who move around outside the clinic with patients is reflected in a sentence Haupt has heard many times: «I also feel safe when I leave the clinic premises.»

«If an alarm is triggered on or off our premises, a call is set up to our gate. Here, the person responsible immediately sees in the SOS-Portal where the triggering device is located. If this is on the premises, the internal alarm group is informed. If the person in distress is outside the clinic, the police are informed directly via the SOS-Portal»

Mike Haupt, Competence Team Leader VoIP & PNA

## Complexity reduced, safety maximised

If an employee is in distress and presses the SOS button on the smartphone, the alarm is sent within seconds via the mobile network to the SOS-Portal, a web-based DIN VDE V 0825-11 certified personal emergency signal system. This cloud-based redundant security solution automatically logs all events without gaps. An internally developed workflow stored in the SOS-Portal facilitates efficient alarm processing: «If an alarm is triggered on or off our premises, a call is set up to our gate. Here, the person responsible immediately sees in the SOS-Portal where the triggering device is located. If this is on the premises, the internal alarm

group is informed. If the person in distress is outside the clinic, the police are informed directly via the SOS-Portal,» explains Haupt and continues: «We have worked out a clearly defined internal workflow as to when and how the police are informed. Due to the fact that the new location is transmitted every minute, the gate can communicate exactly in which direction staff and patients are moving. This location information is only transmitted until the alarm is cancelled by the employee who triggered it.» In both cases, the satellite-based navigation system GPS is responsible for the exact localisation: all triggering terminals are equipped with a GPS receiver.

## A look ahead

«On individual wards, especially in the acute area, we currently have no mobile phone reception. Accordingly, the Swissphone emergency call system via GPS does not work here as a backup. However, we would like to close this gap. We are currently in an evaluation phase and are considering securing these critical areas with BLE beacons and a gateway that sends the position data to the SOS-Portal via WLAN. This would give us precise indoor positioning and further optimise the safety of our employees,» explains Haupt. «We will certainly talk to Swissphone about this – after all, they also have the necessary know-how in indoor positioning. And, it is not only their solutions that are convincing, but also the advice and the cooperation.»

### The components of the Swissphone solution

#### Software

- SOS-Portal
- SOS-Mobile app