



Changing the sound of care

Customer story



How St. Jansdal Hospital has turned alarm noise into actionable insight with Philips Event Notification and Care Assist solutions

Pressure point: Alarm fatigue

Every day, clinicians start their shifts with the goal of providing the best possible care for their patients. But with an estimated 85% of alarms being non-actionable,¹ clinicians like those at St. Jansdal Hospital in the Netherlands look to find a solution for alarm fatigue.

Background

When St. Jansdal Hospital opened its new ICU, CCU, cardiology and neurology wings, clinical teams seized the opportunity to find relief from alarm fatigue for both patients and caregivers. Their legacy workflow relied on SMS messages that in practice, “worked but was never 100% guaranteed that the nurse actually received the alarm,” explains Bertrant Dallinga, medical technician. SMS alerts could be missed when nurses were away from a handset and the sounds were unpleasant. Marlies Blankespoor, cardiology nurse at St. Jansdal Hospital continues, “Previously, the alarms were harsh, sharp tones.” St. Jansdal Hospital and Philips worked together to change the sound of care.



"We chose the Philips monitoring system together with the Philips Care Assist app for two reasons. On the one hand, we wanted integration of all care departments with each other. The other point was connecting alarms. We wanted a guaranteed alarm connection, so that we were sure alarm messages would at all times be delivered to the nurses, even if a device failed or someone was unreachable."

Bertrant Dallinga
Medical technician, St. Jansdal Hospital



Changing the sound of care

St. Jansdal Hospital faced two challenges: ensuring every critical alarm reached the right clinician while minimizing noise to improve the patient experience. By partnering with Philips, the hospital implemented Event Notification – a feature of the Patient Information Center iX (PIC iX) – and Care Assist mobile app to deliver:

- Timely, actionable patient insights to care teams
- A similar look, feel and sound to the Philips ecosystem
- A calm, quiet care environment

Benefiting patients and caregivers

From the moment a patient enters the ward, the new clinical workflow is designed to benefit clinicians. Admission, discharge and transfer actions are performed at the point of care, aimed at reducing trips to the central telemetry station and increasing time at the bedside. "When I take over a patient from the ICU or CCU, I can take over the patients on the phone instead of having to go to the telemetry central station," describes Marlies Blankespoor.

Marlies Blankespoor
Cardiology nurse, St. Jansdal Hospital



Maarten Postma
Intensive care nurse, St. Jansdal Hospital

Reliable, actionable alarms in the palm of your hand

Mobile access to alarms supports clinician confidence.

"My colleagues and I always have insight into the alarms of our patients," said Maarten Postma, intensive care nurse, St. Jansdal Hospital.

Clinicians also gain the ability to acknowledge, silence or escalate an alarm from the Care Assist mobile app, turning a harsh bedside tone into a softer, context-rich notification. Maarten Postma explains, "Patients ultimately have less trouble with all the sounds around them."



Caring perspectives



Patient satisfaction

"What was most important for me and my colleagues was to reduce the alarm fatigue on our ward, especially by lowering the volume so that patients ultimately suffer less from the surrounding noise."

Maarten Postma
Intensive care nurse, St. Jansdal Hospital



Patient care

"I can spend more time with my patient, and I spend far less time at the computer."

Marlies Blankespoor
Cardiology nurse, St. Jansdal Hospital



Clinical satisfaction

"Now, we receive the alarms on the phone...this makes me much more flexible and able to work comfortably."

Marlies Blankespoor
Cardiology nurse, St. Jansdal Hospital



Looking ahead – from sound to insight

St. Jansdal Hospital updated their alarm delivery system to create mobile workflows that help clinicians respond to actionable patient alerts while on the go.

Clinicians now see metrics and the events just prior to, during and after the highlighted event. Philips Event Notification and the Care Assist app share a common user interface, with a similar look, feel and sound to the Philips monitoring ecosystem, which helps clinicians go from sound to insight, now and in the future.

“We have an excellent collaboration with Philips. The system remains future-proof because we continuously discuss new highlights and how they can be applied in healthcare.”

Bertrant Dallinga
Medical technician, St. Jansdal Hospital

Ready to change the sound of care together?

We would love to collaborate with you and bring reliable, actionable alarms to clinicians while creating more calming, healing environments for patients. Contact your local Philips sales representative.



1. Association for the Advancement of Medical Instrumentation. Alarms pose challenges to healthcare facilities. Biomed Instrum Technol. 2011;45(suppl 1):5. doi:10.2345/0899-8205-45.s1.5

Note: The experiences shared by St. Jansdal is not predictive of results in other facilities. Results may vary.

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