



Patient Care and  
Monitoring Solutions

IT Services

**Who?**

Senior Biomedical Engineer for Biomedical Technology Services Rob Baisden, working for Queensland government agency Health Support Queensland on projects surrounding medical device integration.

**Where?**

Rob Baisden currently supports the Princess Alexandra Hospital through Health Support Queensland; in the past he supported the Lady Cilento Children's Hospital.

**Need**

To integrate the patient monitoring solutions into the hospital infrastructures as well as throughout numerous hospital networks within the region of Queensland.

**Solution**

Philips experts are working with Mr Baisden to provide structured IT services throughout the entire process, using a phased approach with baseline assessments, consultancy, implementation and verification, training, maintenance and ongoing support.

## Bridging the gap between IT and healthcare

Technology continues to fundamentally change the way healthcare is delivered, with modern facilities demanding that IT platforms capture data from an ever-increasing number of sources. Healthcare providers need to effectively and securely connect technologies on their network. But to make this happen, we need service experts with a thorough working knowledge of our systems.

At the Princess Alexandra Hospital and Lady Cilento Children's Hospital in Queensland, Australia, enabling seamless integration between different solutions has been a long-term challenge. Senior Biomedical Engineer Rob Baisden from Health Support Queensland has worked on a number of projects involving integration at these hospitals – along with IT Services for Patient Care and Monitoring Solutions (PCMS) provided by Philips.



## Experts talking to experts

Different IT systems connecting and communicating with one another effectively is a challenge caregivers shouldn't be concerned with as they strive to deliver the very best in patient outcomes.

The ongoing IT services that Philips provides has given Mr Baisden confidence that his integration solutions will reliably work for clinicians. This is due to a structured working approach, constant, clear communication and the problem-solving skills of the IT specialists.

"We have undergone extensive consultation with Philips throughout the integration processes," Mr Baisden says. "There is a need for Health Support Queensland to understand how the Philips products work. Philips have provided everything we need to do this – and my experience with their customer service has always been very positive and valuable."

### **Specialists connecting innovation with patient care**

As IT solutions evolve and cover more critical data, caregivers need to be confident of optimal uptime. When breakdowns happen, IT support and service that is reliable and efficient is essential. "It's definitely the core now for patient monitoring," Mr Baisden insists. "It's so much about the application and the network, that without the IT service you wouldn't want to be undergoing any integration projects."

“ Having access to integration specialists when discussing issues has been invaluable – they always understand the root of the problem from a technical perspective and make sure any changes are done appropriately.”

**Rob Baisden,**  
Senior Biomedical Engineer for Biomedical Technology Services



### Working as one with your team

While integrating Philips patient monitoring solutions Mr Baisden has faced some challenges – but he trusts Philips’ people to solve those challenges as if they were working with him on a day-to-day basis. “I’ve dealt with Philips a lot in the last few years, and at no point has it felt like I’m simply requesting information from a call centre,” he explains. “It’s as if I’m talking to a colleague who knows and understands my issue.”

### Understanding your needs

Introducing new medical equipment into the hospital environment is a key challenge, and ensuring interoperability between systems and vendors is not easy. Mr Baisden needed to integrate and add different patient monitoring solutions in his time at the Princess Alexandra Hospital and Lady Cilento Children’s Hospital. Bedside monitors and electronic patient medical records had to connect seamlessly to help clinicians create more efficient workflows and deliver optimum patient care.

### Solution design that fits your requirements

To get a clear idea of Mr Baisden’s requirements, challenges and expectations, Philips experts performed a baseline assessment. This was followed up with IT consultancy and solution development, which looked at the best ways to respond to his needs on a daily basis. Philips Australia’s account manager Izmir Congo recalls, “Our solutions architect was tasked with studying and understanding the customer requirements. This ensured that the solution we deployed was clinically viable. This helps us find the right fit from a technical and clinical perspective, and make sure our systems are deployed effectively.”

### A favourable outcome for all stakeholders

Drawing on this advice and expertise, Mr Baisden has been able to work confidently on integration challenges at his customer’s hospitals. Whenever he needed support from Philips, IT professionals provided consultancy and guidance to facilitate the integration of solutions within the hospital network. On-site Philips engineers as well as remote employees worked closely with Mr Baisden to solve emerging problems.

## Health Support Queensland

### Who are Health Support Queensland?

Part of Queensland Health, Biomedical Technology Services is one of Health Support Queensland’s seven businesses that deliver support services and solutions to hospital and health services across Queensland.

### The state of Queensland:

Size: 1.853 million km<sup>2</sup>  
Population: 4.691 million  
Number of hospitals: 276

### The Princess Alexandra Hospital:

- 2,597 nurses
- 778 doctors including visiting medical officers
- 844 healthcare professionals

### The Lady Cilento Children’s Hospital:

- 39,782 hospital admissions in 2015–2016
- 16,980 operations performed in 2015–2016
- 65,748 emergency presentations in 2015–2016





## Working together to help people connect with products

### **Communication is key**

For Mr Baisden, ongoing communication with IT experts makes the consultation process much easier. “I think a lot of issues can be misunderstood in IT because there are differences in the understanding of terminology, and how things work,” he explains. “I’ve had numerous interactions with Philips IT specialists and they’ve certainly been responsive and helpful straight away. I’m very confident in their knowledge.”

### **Support and collaboration throughout implementation**

Testing the solutions within the Princess Alexandra Hospital and Lady Cilento Children’s Hospital is a priority for Mr Baisden as he continues to integrate the systems in partnership with Philips IT experts. Their help in completing this task has been invaluable: “It was really useful to be able to speak to the service teams throughout Australia to say, for example, I’m not getting a certain parameter – so they could show me how I could solve that.”

### Helping clinicians become champions

It's not just the biomedical engineers and IT managers who see the difference with Philips PCMS IT Services; caregivers are also benefitting from training and consulting offerings. "A lot of application questions come up directly from the nursing staff in particular, and there's a lot of communication between the anaesthetists, the general nursing staff and the Philips application specialists," says Mr Baisden. "Caregivers definitely react positively to working in partnership with and learning from Philips."

### Remote support to complement consistent IT support

Efficient, consistent remote support services are absolutely essential in Australia. For Mr Baisden, one of the strengths of PCMS IT Services is support around the clock, remotely as well as physically. "It's a no brainer," he insists, "Remote support and 24/7 phone support are critical for our technicians on the ground. Having a Philips remote support engineer actually access the server and the central station is absolutely vital."



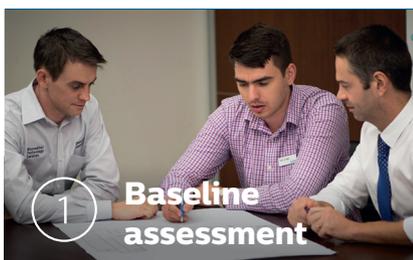
**"I'm 100% confident that IT issues will be resolved quickly, and I will get clear communication and regular updates."**

**Rob Baisden,**  
Senior Biomedical Engineer for Biomedical  
Technology Services

## Our approach to IT services

Whether it's integration or testing which is your priority, or assistance with interfacing or datamining services – Philips IT experts make your systems work for you, so you have complete trust in the solutions which monitor your patients.

**In line with creating partnerships with customers to solve their core challenges, Philips have developed tried-and-tested processes for our IT services which are adaptable to your needs:**



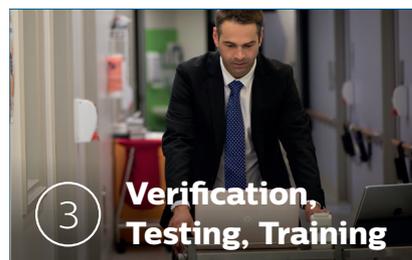
### 1 **Baseline assessment**

Collaborating with your team to perform a baseline assessment of your situation, with extensive consultation to fully understand what you need



### 2 **IT Consultancy**

Guiding and supporting your teams during the change process and providing advice on IT-relevant questions with our knowledgeable engineers



### 3 **Verification, Testing, Training**

Conducting testing and potential training during IT projects to ensure your required specifications are met



### **Deployment**

Delivering the optimum deployment package for your environment

# Looking to the future of IT Services

With technology continuing to evolve at a rapid rate, Philips specialists are keeping up with the issues that matter most to their customers.

## Cyber security a critical pillar of IT service

Cyber security is a priority for Mr Baisden, and as he continues to work with Philips, it will play an important part in the IT service agreement. "Cyber security is a particularly important issue," he said, "the concept of security around medical devices and information and data is more critical than ever. Being able to see

how an IT service provider or vendor is addressing those risks through their product development or ongoing support is definitely something that we'd be interested in. Philips' hand in that will be very important."



## Making big data more meaningful

With the Princess Alexandra Hospital leading the charge in health research, Mr Baisden foresees that datamining services will become an attractive offering in the coming years. The term 'big data' is on everybody's lips in today's IT world, but what does it really mean for the hospital?

"For us big data management would mean having access to a datamining service. We're very happy with the IT services we've received from Philips to date and this would be a very useful addition to the service we already receive from our Philips partners," concludes Mr Baisden.

## What makes us different

Through a combination of experts in Philips devices and access to local and global research and development, along with over a century of experience learning about customers' needs and priorities, Philips are well equipped to be your IT services partner, today and in the future. Mr Baisden is one of the many customers who can count on Philips experts to be one with his team every day.

**Rob Baisden worked on the integration of Philips IntelliVue Information Center iX within the Lady Cilento Children's Hospital's converged network. He is currently involved in the deployment of Philips patient monitoring products with patients' electronic medical records at the Princess Alexandra Hospital.**

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