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Case study

Europe | Belgium | Healthcare | Digital infrastructure

ISPPC makes hospitals more human with a *smart hospital approach*

At a glance

Which services?

- Consulting & Professional Services:
 - Procurement and logistics,
 - Engineering,
 - Installation
- Dedicated Service Delivery Manager

Which technologies?

- Collaboration tools
- Digital signage
- Interactive digital TV
- Content / asset management
- Mobile device management
- Networking / security / storage

Which partners?

Cisco, Taktik, Netlogon, AppearTV, Anevia, Dektec, Vestel, AppSpace, BrightSign, Stanley/Aeroscout, Panasonic, Crestron, AMX, Apart, Sennheiser

‘Lives are at stake. So, you have to work with a technology partner that knows how to optimise hospitals in ways that ensure the patient always comes first.’

Jean-Pierre Binon, ICT Director of ISPPC (Intercommunale de Santé Publique du Pays de Charleroi)

Why hospitals need the human touch

ISPPC wants to give their patients not only the most appropriate, but also the most compassionate care at all times. This implies having the ability to deliver consistent, optimised levels of patient care across five hospitals, multiple clinics, retirement centres, and day care centres.

[Read more](#)

How ISPPC created a hyperconnected patient care environment

They implemented integrated digital and mobile technologies, giving doctors, nurses, and other caregivers seamless access to patient information regardless of location. This made patients and visitors more comfortable and confident, and improved facilities management to the benefit of all stakeholders.

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What ISPPC’s smart hospital group looks like

Using a combination of digital technologies and related services, we helped ISPPC create a smart hospital group. Here, every operational discipline contributes to the seamless provision of the most advanced care available. Caregiver satisfaction, patient trust, and operational agility have soared while operational costs have dropped.

[Read more](#)

‘Dimension Data’s healthcare expertise enabled us to take the shortest technology route to the treatment patients deserve.’

Jean-Pierre Binon, ICT Director of Intercommunale de Santé Publique du Pays de Charleroi.

Why hospitals need the human touch

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The Intercommunale de Santé Publique du Pays Charleroi (ISPPC) in Belgium manages a public hospital group consisting of five hospitals, various day clinics, polyclinics, dialysis centres, retirement homes, general and emergency day care for children, and a centre for scientific research and education. In order to ensure consistent, high quality care across such a broad range of facilities and disciplines, ISPPC began ten years ago to integrate its systems and technologies. The objective was to make bedside care as efficient and effective as possible by providing ease of access for doctors, nurses, and administrative staff to patient information.

Mobility was part of the strategy, as was faster and more efficient storage and central processing of the medical data generated and used by the various institutions.

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A call centre and a wired/wireless network infrastructure laid the foundation for integrated communication. ISPPC then progressively connected more equipment and systems. All were focused on both enhancing the way doctors, nurses, and other caregivers are able to function and improving understanding and therefore management of treatment flows across the various institutions. ISPPC’s expanding range of capabilities included Internet of Things tracking of people and equipment, media management, device alarms, digital signage, centralised appointment booking, emergency and evacuation automation, isolated patient assistance, and remote monitoring of outpatients. Visual communications and collaboration enable, among other advantages, remote specialists to be consulted at a patient’s bedside.

In-hospital programme television, interactive TV, and way finding for patients contribute to patient experience. In addition, automation of facilities management confers advantages such as the eradication of waste or loss of food products, medicines, laboratory materials, and products from the bone or blood banks.

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ISPPC’s evolution into a smart hospital group was incremental, ensuring continuous addition of value to patients and the process of care-giving without disruption to critical equipment and facilities. The smooth ongoing transition to an end-to-end ecosystem of digital solutions demonstrated clear advantages to users and patients alike.

We helped ISPPC found its evolution on a converged network and communications infrastructure and then assisted with the addition and integration of point solutions. The resulting enablement of integration of data and systems provides the agility needed to easily adopt evolving medical care methodologies to the benefit of patients. It also enables automation of data capturing, archiving, and analysis - and the related management of alarms - and, therefore, improved treatment, reduction of human error, and increased resilience of operational management. Strong integration of business applications has led to a high return on financial investment.

Technology accelerates digital business

‘Because of the tools it gives us, digital technology helps us be better doctors. It boosts our ability to offer the most effective care and, thereby, relieve suffering.’ - Dr Mark Vrankcx, head of the ISPPC emergency department.