

» Diakoniewerk Halle



Halle Community Hospital with its 250 beds, Johannes-Jänike House Retirement Home with its 152 care places, The Martin Foundation with 34 retirement flats, an education centre for care professionals and a day care facility for children are the basis for Diakoniewerk in Halle, which was sanctified on 6th July 1987.

Since this day the nursing sisters "with heart for people and God" have set milestones in care and service to the sick and elderly, work with children and the disabled as well as in education and spiritual guidance.

It also continues to be the academic learning hospital of the Martin-Luther University of Halle-Wittenberg. Halle Diakoniewerk also contributes to the Integrated Provisioning Project "Integra Halle – New Ways to Health", which is a partnership that includes practising doctors, Johann Christian Reil company GmbH Poil Reil -, Halle Diakoniewerk and selected health insurance companies.

The project enables shorter inpatient treatment for certain operations which have traditionally meant a longer stay in hospital, as well as ensuring effective aftercare.

The task. In Halle Diakoniewerk a 10 year old telephone and patient entertainment system from an alternative supplier was installed. It offered hospital administrators only limited performance characteristics, for example the hospital wards had only one end telephone for multiple patient use. "This no longer met our perceptions of modern communication for and with our patients", relates Jörg Langner, financial director of Diakoniewerke Halle. "Due to the closure of a site where a Siemens HiMed System was already running, and the planned new building we quickly came to the decision to build a future orientated infrastructure and with it the basis for consequent patient orientation", continues Langner. In addition Diakoniewerk Halle wanted to keep the necessary investment to a minimum in order to maximise the use of available funds for medical equipment.

"We see the problem in our hospital as follows, that the running of a telecommunication system isn't amongst the main competencies of a hospital", says Reinhard Kwaschik, executive board member and minister of the Diakoniewerk Halle. "We would much rather create available time for our medical staff and relieve them of administrative tasks, so that they can actively attend to the recovery of the patients entrusted to us", continues Pfarrer Kwaschik. In addition to the telephone system, an alarm server would run in conjunction increasing the effectiveness of the emergency call system.

As there were no public grants for either the improvement of patient communication or the improvement of the alarm management and credit wasn't a consideration, the use of expertise in the areas of "managed services" or "third party operation" was the favoured option.

Referenzprojekte mit HiPath

Managed Service – Increased comfort and no Financial Investment

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The solution. Today in Halle Diakoniewerk a Communication System and a HiMed Patient System from Siemens are working together and offer 6,000 patients per year telephone and television options – without requiring financial investment from the hospital or the involvement of the hospital's medical staff. "The entire cost for the hardware, software, switching work, installation and maintenance, which are all necessary for the running of such a patient system, were taken care of by Siemens", says Jörg Langner. There is now one telephone and one television per bed in each patient room. "In addition cables had to be re-laid which meant many hours of work and over 100 televisions adapted – and all this around the high workload at our hospital", continues Langner. Two new cash machines with easy to handle user instructions have been installed – one in the reception and another in the patient lounge area – the patients can insert their HiMed card and load it with credit. Depending on the services selected by the patient the cost is then deducted from the card. To enable patients to make use of all the services in this way, Siemens works together with the firm Elektronik-Service Motes. Their employees are immediately available in case of a problem with the telephone or television and will also help topping up the HiMed card with credit if a stay in hospital turns out to be longer than planned.

They are easily recognisable by all patients thanks to their T-Shirts printed with "HiMed Team". To facilitate alarm management a HiPath DACS (Digital Alarm and Conference Server) was installed alongside the HiMed system.

The benefits. The decision to hand the running of the patient communication system over to Siemens has many advantages for Halle Diakoniewerk. "We don't have to invest any money, can concentrate entirely on medical processes and invest all our energy into the speedy recovery of our patients. Furthermore we offer patients an attractive service with regards to telephone and television, which we would otherwise have found very hard to provide", reports Minister Reinhard Kwaschik. With this managed services agreement, Siemens guarantees to provide all necessary updates and equipment at no cost to the hospital for the 10 year contract length – the commercial risk therefore lies with Siemens.

"In particular, as we didn't have to provide any staff resources for this solution and as all requirements are dealt with by Siemens and/or their service providers, we can concentrate completely on our patients", expands Sister Marianne, vice-head of nursing services at Halle Diakoniewerk. Everyone has benefited: the hospital management, as they are in a position to use their financial resources in other ways; the nursing staff, as they can concentrate solely on their patients and finally Siemens, as Halle Diakoniewerk was won as a new customer.

Our offer:

- Development of integrated IT concepts for the optimization of process workflows
- Installation and maintenance of high performance IT infrastructure components
- HiPath: VoIP Communication for management and their patients
- HiPath Wireless LAN: An infrastructure for wireless communication
- HiPath DAKS: Security in the case of an alarm
- HiMed: Multimedia and Process improvement at the patient bed
- RFID / Barcode: Traceability of treatment processes and medication
- Solutions for the "Electronic Healthcard" Project (High availability networks, security, card management, connector, services)



"With the idea to not administer hospital services ourselves, but through a third party we are entering fresh ground. First experiences show that for us this is the right step."

Jörg Langner
Financial Director
Diakoniewerk Halle



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