



Emergency Alerts

MUNICH NEUPERLACH CLINIC: PREPARED FOR ALL EVENTUALITIES

Client

Munich Neuperlach Clinic

Sector

Healthcare (clinics)

Problem

In event of an emergency or threat to the clinic, personnel reinforcements must be at the scene with the utmost speed to assure appropriate response to the situation. Manual contact of personnel using alert lists, however, proved to be too time-consuming and tied up too many staff. In addition, the reliability of notification and the quality of feedback returned concerning its execution were no longer in line with the hospital's emergency operations planning specifications.

Solution

Using F24's FACT24 automated notification and conferencing service, the time required to notify the necessary personnel has been reduced to no more than 5 to 10 minutes. In minutes, the hospital's emergency operations team receives status reports detailing the number of personnel available, their ETA at the scene plus any further requirements concerning notification of personnel.

Benefits

- Ultra-rapid
- Operates independently of the hospital's own telecommunications infrastructure
- Detailed interim and final reports containing information on the availability and ETA of the staff

Munich Neuperlach Clinic has been part of Städtische Klinikum München GmbH since 1 January 2005. This group of clinics includes further clinics in the city districts of Bogenhausen, Harlaching and Schwabing, a specialist dermatological clinic in Thalkirchner Strasse plus additional medical institutions.

Munich Neuperlach Clinic is an acute care hospital providing maximum care level facilities and is a teaching hospital of Munich Ludwig Maximilians University. Its ten departments, with 650 beds in all, ensure optimum medical care for patients. The hospital also operates three day clinics, two interdisciplinary wards and three medical-technical institutions. Munich Neuperlach Clinic employs a total of around 1,300 staff in medical and nursing care and administration, treating over 55,000 inpatient and outpatient cases every year.

BASELINE SITUATION AND CHALLENGE ::

The Bavarian Disaster Control Act requires hospitals to draw up suitable emergency plans and action catalogues providing for rapid and appropriate response in the event of emergency. In addition to preparing emergency plans, then, the Städtische Klinikum München GmbH group also appointed disaster control task forces composed of nursing staff, physicians and safety services personnel. These task forces are responsible for local and general emergency plans and also develop proposals for further appropriate action.

Automated Emergency Alert
Für Alerts at Neuperlach Clinic are the responsibility of the Environmental and Safety Unit, which manages alert lists for specific scenarios. Previously, emergency

plan personnel lists had been contacted manually by the individual departments. Neuperlach Clinic first became aware of FACT24 in 2001, from a press report describing a hospital alert system that automatically took over notification of key personnel at the press of a button. Neuperlach Clinic also tested an array of alternative hardware solutions; these proved, however, to be too expensive, too complex and insufficiently failsafe. After initial testing of the FACT24 notification service, the clinic was quick to decide in favour of FACT24.

Rapid response readiness in major emergencies

A key component of emergency planning is calling in crisis management teams and personnel in major emergency situations, if on-the-spot personnel is insufficient to provide, say, medical care for very large numbers of casualties. Disaster scenarios also include situations affecting the clinic itself, such as fire, bomb threats, hazardous airborne contaminants or power outages.

SOLUTION ::

Technically independent

FACT24 is not a hardware or software solution; it is a service. This meant that Neuperlach Clinic now has a solution functioning independently from its in-house telecommunications system that eliminates the need to purchase hardware or install programs. F24 integrates a fully redundant process chain to assure maximum system stability, and complies with the most stringent safety standards. The web interface is used to store the various alert scenarios and personnel contact lists that enable FACT24 to identify the appropriate personnel to notify in an emergency and the notification methods to be used. This initial data input,



Alerting faster than others:

«For us, time is the critical factor. If we respond too slowly to a disaster, human lives may be lost. While other hospitals need 40 to 90 minutes to issue an alert, we can do it in only 5 to 10 minutes, and rapidly gain a clear overview of the current status thanks to the reports supplied by the system.»

Michael Els, Safety Engineer, Munich Neuperlach Clinic

requiring no specialist skills, took around one month. Once the scenarios and personnel contacts are entered, ongoing data management is simply a matter of updating, for instance entering new telephone numbers. Data is transferred to the alert servers via an encrypted Internet connection.

Flexible Scenarios

Depending on the scenario, in an emergency up to 100 persons at Neuperlach Clinic, comprising nursing care, medical and administrative staff, must be notified. The decision as to when to trigger an alert is taken by the Clinic's director of emergency operations, or by the doctor on duty as his deputy. Depending on the severity of the situation, three alert levels can be selected, each with custom trigger conditions. The alert itself is then triggered from the control center by telephone; the appropriate scenario is selected via the telephone keypad and activated. Once the scenario is activated, **FACT24** implements the alert procedure rapidly, reliably and with no need for further action by clinic staff.

Alert on 240 lines simultaneously

F24's high-availability notification service is designed for maximum speed. Up to 240 parallel ISDN lines can be accessed to alert personnel, enabling **FACT24** to inform or notify hundreds of people within the first two minutes. Technically, therefore, **FACT24** would be able to alert all 1,500 or so staff at Neuperlach Clinic. Each name to be notified is accompanied by a list of contact numbers that are called in a predefined sequence. At Neuperlach

Clinic the sequence is generally 1. Office extension number, 2. Home landline, 3. Mobile telephone. If the person is reached at the first attempt and confirms receipt of the call via the telephone keypad, the process is terminated and the alternative numbers are not called.

Clear status reports

Depending on personnel availability, major internal or external emergency may require a high level of flexibility in alerting additional personnel, perhaps drawn from other clinics in the Städtische Klinikum München GmbH group. Interim and final status reports generated from the notification confirmations are key sources of information that enable personnel needs to be gauged and coordinated precisely. They supply the clinic staff with a rapid overview of the number of personnel available, their approximate time of arrival on the scene, and whether additional personnel should be alerted.

Regular test alerts

Although fortunately no disasters have occurred to date, test alerts are held every six months. "We naturally hope that we will never be called upon to implement our emergency plans in a genuine disaster. However, we are prepared for all eventualities. Thanks to this efficient preparation, we can even look forward to the FIFA World Cup 2006 or the annual Oktoberfest", confirms Michael Els, safety engineer at Neuperlach Clinic. "**FACT24** plays a key role; the system is easy to operate, ultra-rapid in launching an alert, and completely reliable."



Pictures: Munich Neuperlach Clinic

Munich Neuperlach Clinic



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