

# BaptistCare looks to the “Internet of Things” to support its Healthcare of the Future Strategy

**BaptistCare is a not-for-profit organisation now in its 70th year of service in Australia. The organisation provides aged care services at 50 facilities, in addition to providing community services to the disadvantaged. BaptistCare employs around 5,000 staff Australia-wide who are supported by a further 2,000 volunteers. It has around 17,000 residents and clients at its various aged care facilities, nursing homes, retirement villages, community housing, community services and home services operations.**



## Challenge

The increasing proportion of citizens aged 65 years and over has an impact to BaptistCare, where qualified staff are in greater demand as more Australian seniors opt for residential retirement communities, or are in need of aged care or nursing home facilities. BaptistCare recognised it would be unable to meet the future challenges of caring for an aging population with its current resources, so it developed a plan in place to leverage new and emerging technologies as part of a “Healthcare for the Future” strategy. This strategy embraces everything from robotics and wearables, to the innovative application of wireless technologies that can fully leverage the “Internet of Things”.

By adopting a future-oriented healthcare strategy, BaptistCare is able to meet its clients’ needs faster, much more efficiently and with better resources while continuing to deliver high quality personal care to each and every resident.

## Solution

- Technology transformation built on Cisco wireless platform
- 700 Cisco 2802 wireless access points across 12 facilities
- Scalable, flexible solution which is easily upgradable
- Mesh networking supports voice-enabled wireless tokens
- Managed services of the network and wireless infrastructure.

“This is the Internet of Things in real life. We could not do all the things we have planned without wireless or without a technology partner who is willing to learn and walk with us to understand the future challenges in for aged care. And that’s where Thomas Duryea Logicalis has really stepped up to the plate.”

## Benefits

- **Wirelessly monitor medical devices** - A critical operation which is performed utilising a combination of HP Networking technology and Cisco Unified Communications. This is integrated with the core wireless network. BaptistCare’s nurse call management is able to locate the nearest nurse/carer to a resident when a call button is pressed to provide a rapid response to residents.
- **Big data analytics provides predictive health care to residents** - The data collected via the sensors and wearable medical devices enables real-time reporting of resident location and medical condition, along with automated updates to clinical care notes with minimal intervention from nurses/carers. In future, this data will also provide predictive analytics about the medical state of residents and provide alerts prior to a medical event occurring.
- **Better resourcing and utilisation of nurse staff** - Staff transit times around each facility are minimised, increasing productivity and efficiencies, while maximising available staff resourcing. This will also provide immediate communication with the resident from any location in the facility.
- **Ability to fully embrace the “Internet of Things”** - The Internet of Things is a catch-all term for non-traditional devices connected to the internet using IP, or internet protocol networking. These are not just tablets and mobile phones, but everything from white goods, home automation, medical and industrial devices and more.
- **Robotics to free up scarce resource** - Three types of robots are under evaluation:
  - Assistive robot - able to perform many of the tasks currently done by non-professional staff.
  - Transport robot - able to move medical equipment, which is also tagged and tracked by wireless, throughout the care facility at the request of staff).
  - Companion robots - offer companionship to elderly people who may not have frequent visitors from relatives or friend.