

CASE STUDY

AL ZAHRA HOSPITAL DUBAI ENHANCES STAFF PRODUCTIVITY AND PATIENT EXPERIENCE WITH ARUBA MOBILE-FIRST NETWORK



Al Zahra Hospital Dubai (AZHD) has always strived to provide the best possible environment for its patients and staff and the technological advancement in the region meant that Arjiel Guevarra, Network Engineer at AZHD had to provide modern high-speed Wi-Fi connectivity for the patient care departments.

"We needed to upgrade to 802.11ac technology and required a robust solution as it would be utilized not just by all our patient care departments including patient wards, labs and pathology departments, and clinics, but also by the patients themselves," said Guevarra.

CLEARLY DEFINED CRITERIA

Guevarra and his team clearly outlined the requirements for the new solution. "From a technical perspective we needed high speed, reliability, scalability, availability and compliance with the highest network security standards," he said.

"From a business perspective, its TCO had to be reasonable and its SLAs flexible enough to meet our business operations," he added. "And finally from an IT user perspective, we prioritized manageability, administration and intuitiveness for the support team."



After evaluating solutions from vendors including Huawei and Cisco, Guevarra and his team selected Aruba, as the vendor stood out for its 'superior user experience, proven product quality, impressive local support, and ability to meet challenging business demands and expectations'.

REQUIREMENTS

- High availability, speed, reliability and scalability
- Compliance with the highest network security standards
- Simplified manageability, administration and intuitiveness for the support team

SOLUTION

- 802.11ac Indoor APs
- 7200 Series Mobility Controller
- Mobility Access Switches

BENEFITS

- 50% increase in staff productivity relating to information access.
- Enhanced patient experience as the platform enabled the delivery of new services.
- High-density gigabit Wi-Fi across the entire hospital.

“ Aruba Wi-Fi has played a big role in the growth of the hospital, for both operational and clinical outcomes, whilst also supporting our patient experience. ”

ARJIEL GUEVARRA
NETWORK ENGINEER AT AL ZAHRA HOSPITAL DUBAI

EASY INSTALLATION RESULTS IN A RAPID ROLLOUT

With the support of Aruba's qualified local partner, AZHD's IT team carefully designed and deployed the solution. This began with the installation of Aruba's 2920 Series network back-bone switches to guarantee the speed, bandwidth and availability needed to support the wireless infrastructure.

Over 200 Aruba access points (AP-103, AP-105, AP-205) were then installed across the hospital delivering Wi-Fi coverage throughout the premises. Finally, two Aruba mobility controllers were deployed to centralize management of this extensive AP network.

"The entire implementation was completed in under two weeks with no inconvenience to our patients. This really speaks volumes for the ease of installation of Aruba's solutions," stated Guevarra.

A NOTEWORTHY BOOST IN STAFF PRODUCTIVITY

Improvements in staff productivity were noticed immediately following the deployment. "The solution saves half of the time staff require to seek information from

different department by making it available for them on the go,” explained Guevarra.

By connecting to one of the 200+ wireless access points across the hospital, both healthcare and admin staff alike can securely access clinical or business related information as soon as it becomes available.

“One of the major benefits has been that this allows caregivers to access patient information at the bedside. It helps create a good patient experience when the physician is discussing a patient’s results with them right there, rather than saying “I’ll get back to you with that later;” and then returning after three or four hours, or forgetting completely,” he said.

Patients and guests enjoy secure high-speed connectivity

Aruba’s Wi-Fi network can also be accessed with ease by a variety of visitors within the hospital’s premises, depending on their role – a feature made possible by the mobility controller.

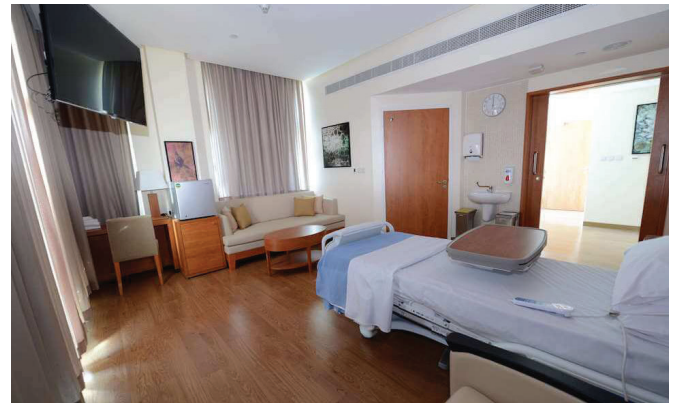
“We extend Wi-Fi access to our guests and community-based doctors, as well as patients and their families. The Internet is now part of Dubai’s Smart City initiative; it’s everywhere from airports to cafes to restaurants, so now it’s also part of our information processes as a smart hospital,” said Guevarra.

Here the stability and availability of Aruba’s solutions takes added significance as today, typical visitors have up to four mobile devices, adding greatly to the connection density. Despite this, AZHD has found the performance of its Wi-Fi infrastructure always remains ‘very satisfactory’.

Enabling a host of new IT services

In addition to completely fulfilling the hospital’s business, technical and IT user requirements, Aruba’s solutions have enabled the IT team to implement different IT initiatives like wireless IP phones, user connectivity, guest internet, hospital-wide coverage, bedside access for the care team, email access, BYOD support and easy access to corporate systems and resources.

This has given Guevarra and his team the confidence to now look at the next set of possibilities and the Hospital is already planning the next phase of this deployment to further enhance the patient experience.



A CLEAR IT ROADMAP TO ENSURE FUTURE INNOVATIONS

“The next phase of our project will involve patients being provided with tablets at their bedsides which they can access at any time,” said Guevarra.

“They will have control over their entertainment, meal ordering, communicating with their care team, viewing their recent results, seeing the goals that have been set for them and understanding what they need to do to achieve them. Engaging with the patients in this care delivery model is something that we are planning for, and this wouldn’t be possible without Aruba’s pervasive coverage and support.”

“We have planned with Aruba to make all our networks wireless and to deliver the Mobile-First experience. If you consider the future of technology in healthcare, it will need supporting by high-speed wireless networks which will require a very stable and scalable backbone to cope with the volume of traffic,” he said.

Aruba a partner for long term success

Commenting on the significance of the Aruba Mobile-First implementation, Guevarra said, “It has played a big role in the growth of the hospital, for both operational and clinical outcomes, whilst also supporting our patient experience.”

“Aruba Mobile First network business solutions have helped us greatly since our establishment in 2013 in healthcare delivery and smooth business operations. Today, Aruba continues to excel and enables us to transform the business to the next level with next generation technology,” he concluded.