Video & Conferencing Design & Implementation

Closing the distance with telehealth.

A human-service organization in New York has been providing a variety of services for people with developmental disabilities since 1954. Over 750 professionals staff the organization, which serves over 1,700 people throughout Oneida and Lewis Counties. After having trouble quickly and affordably supporting their remote facilities, they turned to Zones for help bridging the gap.

Providing a variety of services for people with developmental disabilities since 1954

Serving over 1,700 people throughout New York

Procure and deliver all of the equipment, then provide on-site services to install the servers and routers

CHALLENGE

- Limited staff, time, and finances for covering large areas of remote facilities.
- Difficulty providing enhanced remote care and access.
- Trouble improving training and lowering turnover.

SOLUTION

- Designed and implemented a multifaceted telehealth solution based on Cisco technology to improve service across region.
- Provided administrative training to instruct client's team on proper use of new IT.

RESULTS

- Improved inter-site communication and collaboration.
- Saved time and money by reducing need for travel between sites.
- Enabled client to support remote visits between patients, doctors, and family members.
- Increased team proficiency with new system.

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THE CHALLENGE

A service organization for people with developmental disabilities, staffed by over 750 professionals and serving over 1,700 people throughout New York, is struggling to timely and cost-effectively support their remote facilities. The client wants to provide enhanced care and access from remote physicians and patient family members. Furthermore, they are struggling to improve their training and lower their turnover rates.

THE SOLUTION

Zones is working with the client to implement a telehealth solution based on Cisco technology to provide better service throughout the region. The solution consists of a complete CUCM-based infrastructure with TelePresence scheduling and bridging components enabling remote participants via the CMS Web Interface. DX endpoints at each of the remote facilities as well as for centralized nursing staff provide a conduit for immediate care and reduce the burdens of travel and hospitalization. Soft clients such as Jabber enable IM and video capabilities with mobile flexibility. Additional endpoints for meeting spaces and learning environments were also incorporated, and the system will also be used to replace their legacy PBX as the next phase of the project.

Zones worked with the client and Cisco to procure and deliver all of the equipment, then provide on-site services to install the servers and routers and build the core infrastructure of the solution. The Zones team also worked through specific custom call flows required to make the system simple and effective to use in the event of an emergency. Then, Zones began deploying and testing endpoints and call flow/feature scenarios to fine-tune the system. The client was provided with administrative training to help the team learn how to manage the system and rollout additional endpoints. When their legacy voicemail system went down, Zones also quickly cut them over towent down, Zones also quickly cut them over to the new Unity voicemail solution with their existing legacy Nortel phones until the next phase of the project, when they plan to fully migrate their phones to the new unified solution.

THE RESULTS

The end result showed an instant improvement on their inter-site communication and collaboration by performing 27 meetings virtually rather than in person. This resulted in:

 2,326-mile travel reduction.

 39 hours of travel time saved.

 210 virtual attendees, which would have been impossible to replicate otherwise.

The WebRTC interface allows any external party to join, including families of patients making remote visits and remote physicians providing specialized care. The Arc is also using video to work with another regional healthcare cooperative to improve knowledge transfer, and they plan to grow the video solution and unify their approach by migrating their aging Nortel PBX onto the Cisco IP solution. The Arc is also discussing hosting services for other regional facilities with remotely registered devices.

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