



FEDERAL SIGNAL



# ***DID YOU KNOW?***

In this issue:

## **Healthcare Solutions**

-A Federal Signal publication  
July 2009





On a daily basis, medical facilities and healthcare agencies alert and establish communications between *multiple* individuals carrying *multiple* devices in *multiple* locations.

These individuals include physicians, clinicians, employees, ambulance staff and even first responders.





# ***Federal Signal SmartMsg***

*An Integrated Multi-Device Alerting, Notification and Response Solution with Secure Communications Interoperability*



- Enables healthcare facilities to alert and distribute critical information while seamlessly communicating with one another on existing devices and infrastructure.
- Provides situational awareness to assist in both day-to-day operations *AND* in emergency situations.



Improve your existing healthcare operations with...

- Faster communications
- Higher availability of data
- Quicker response times
- Interoperability of multiple devices



# ***Federal Signal SmartMsg***

**Urgent Notification and Interoperable Communications**  
any ***Time***, any ***Place***, with any ***Device*** all in ***One*** click.



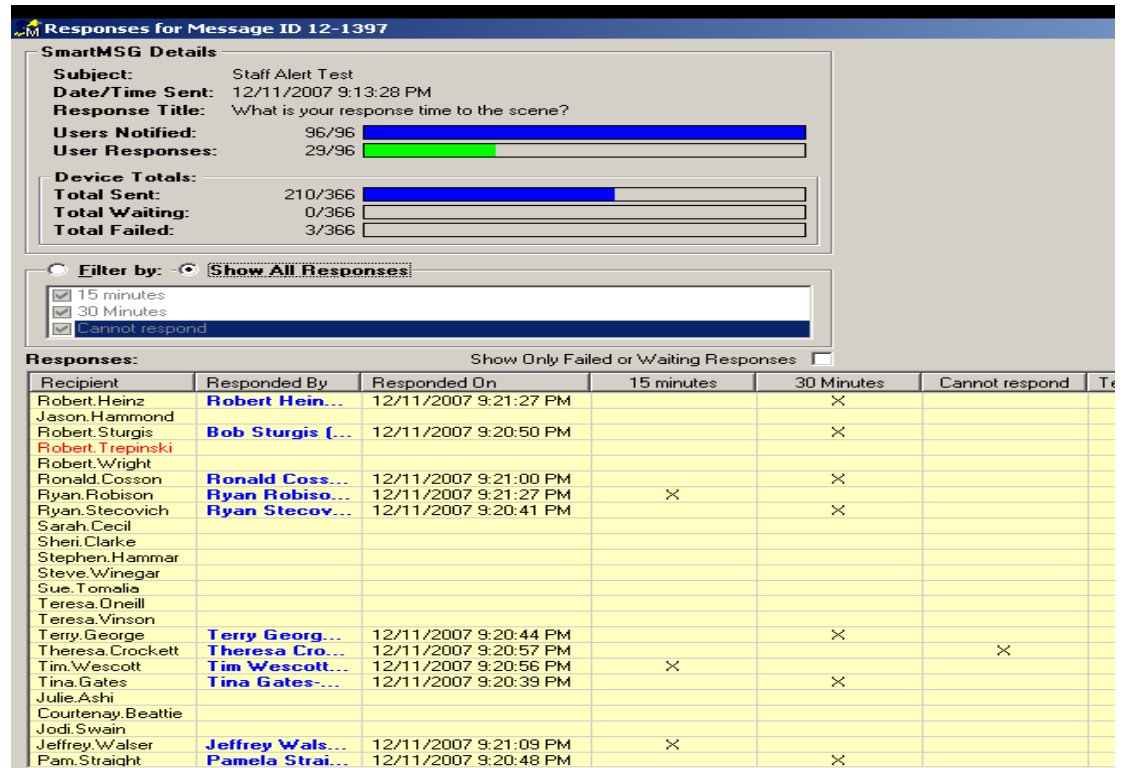
*"We were instantly able to communicate from any device to any device...cell phones, pagers, UHF radios, VHF radios, land lines, PC's. Voice to text, text to voice, in multiple languages...everyone was amazed." -John Waters – Paramedic Supervisor at Livingston County EMS*

# Day-to-Day Operations

## Open shift notification –

Managers are able to broadcast open shift notifications to all off-duty employees with the click of a button.

**Response Tracking** gives managers instant awareness of employee responses to assess staff availability. Responses are tracked by the specific device and by time and date stamp.



When addressing labor relations grievances, managers can utilize response tracking to show the exact date and time their shift notification was sent, who it was sent to, the exact date and time each respondent acknowledged the notification and with what device they used.

# *Day-to-Day Operations*

**Users can initiate SmartMsgs with a simple double click through ExpressMsg.**

**Emergency paging codes** – computer generated or pre-recorded voice messages can be sent out to the hospital overhead paging system, while simultaneously sending the notice directly to doctors, nurses, or other individuals involved in the emergency response via cell phone, pager, PDA, e-mail, or any combination.

**Monitoring Hospital Fire System** – When the fire system goes down, an alert can be sent to notify everyone that the system is down. To aid in the compliance with NFPA 101 Life Safety Code, a second alert can be automatically sent after a specified amount of time so that proper actions can be taken.

**Reduce Door-to-Balloon Time** – Messages can be sent out to notify physicians, operators, and other staff to activate the catheterization laboratory while the patient is en route to the hospital. Staff can be notified to arrive in the catheterization laboratory after being paged and notify an attending cardiologist of the situation. The ScenarioMgr module can automate hospital protocols and automatically initiate communications with physicians within different departments.



# ***Emergency Operations***

**Panic / duress alarms** – Panic and duress buttons are now interfaced into the SmartMsg system, enabling real time, reliable notification to security. With the sensor board as part of the SmartMsg system implementation healthcare officials are able to streamline communications with human resources, dispatch and campus security. This approach eliminates a third party service and saves additional money.

**Emergency room status** – Receive instant response on the status of other hospital's emergency rooms availability.

**Notification to hospital staff, pre-hospital management, dispatch units, public health, fire, police and EMS** can be easily linked and coordinated when mutual aid is required for response to a major incident.

**Crisis alert, bomb threat, evacuation protocol, ETA response, decontamination alerts and HAZMAT situations**

**Building system monitoring** – electrical, gas, water, etc.

**Mass casualties**

*“I come across communication problems everyday, and I’m now in the mindset of ‘how can SmartMsg help with this. Much of the time, with SmartMsg, I’m able to find a solution.”*

— Byron Callies, Environment of Care Manager

Ingham Regional Medical Center

# *Benefits*

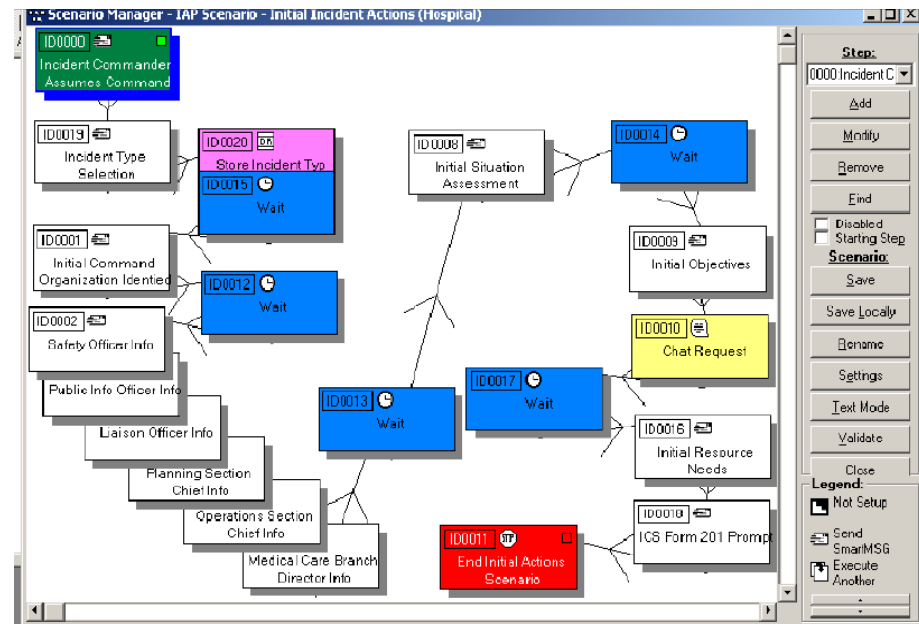
- Enable workers to connect with the information they need; use that data to collaborate with other people, departments, and agencies; and then develop business intelligence based on situational awareness that improves communications and decision making.
- Completely scalable solution provides you the flexibility to determine what needs you want to address now and what needs you want to address in the future.
- Leverage existing infrastructure.
- Interface with devices and applications including: sensors, major asset management, fire alarm systems, baby abduction systems
- Software version control and auto-update functionality
- Server and module service redundancy
- Interoperability with industry standards
- White boarding, chat, phone dialing, messaging, file transfer
- Security – user management, access control, intrusion/hacker protection

“It is so easy to scale...and it can grow with you, as you have the need and the funding. The fact that it’s not tied to devices eliminates any concerns about buying enough radios on the front end...in six months, when you need to add users, you buy the latest and greatest radio, and you know it will work with everything else you have. That makes us feel really good about the SmartMsg decision, and gives us peace of mind for the future.”

— Byron Callies, Environment of Care Manager  
Ingham Regional Medical Center

# ScenarioMgr

- Automates emergency and incident procedures
- Integrates incident planning and execution tool
- Provides tiered response plans
- Powers electronic execution of response plans and mutual aid requests
- Enables NIMS compliance
- Scenarios may include any series of actions including broadcasting alerts, evaluating alert responses, pulling in data from external systems, creating talk groups, activating standby channels and more.



*Crittenden Regional needed advanced interoperability technology to meet the challenges of complex emergencies that cross various organizational boundaries. This Federal Signal SmartMsg critical communications system pairs instant interoperability with urgent notification to bring our first responders together easily and quickly in minutes.*

- Roy Rogers, Manager of Information Technology  
Crittenden Regional

# *Case Study*

- **Pandemic exercises** (preparation for Swine Flu) – Children's Hospital of Arkansas used our notification system to activate their emergency preparedness department in preparation for a potential flu outbreak.
- **Ingham Regional Medical Center, MI**
  - Open shift notification
  - Emergency paging codes
  - Panic / duress alarms
  - Monitoring of hospital fire system
  - Alerting personnel of unannounced joint commission audits
  - Radio interoperability
- **St. Bernard's Regional Medical Center, AR**
  - 400 bed acute care center and one of busiest ERs in Northern AR/South MO
  - Clinical alarm systems
  - High-Alert medication notification and tracking

# Case Study

St. Bernard Regional Medical Center in Jonesboro, Arkansas, has deployed its Federal Signal SmartMsg critical communications system to enhance communications throughout the medical facility and with first responders. The Codespear-enabled Federal Signal SmartMsg system is part of the Federal Signal Public Safety Systems industry platform.

St. Bernard Medical Center is a 400+ bed acute care hospital that has one of the busiest emergency rooms in the Northern Arkansas and Southeast Missouri region. The center recognized a need for improved personnel communications and, with the assistance of an emergency response grant for interoperable and notification solutions, deployed the Federal Signal SmartMsg critical communications system. With the SmartMsg system, St. Bernard Medical Center now has an enhanced communication system within the hospital that has improved the effectiveness of communication among hospital personnel, the safety of using high-alert medication and the effectiveness of clinical alarm systems.

“The personnel at St. Bernard are very pleased with the ease-of-use of the new Federal Signal SmartMsg system,” stated Glenn Bridger, director of engineering and bio-medicine at St. Bernard Regional Medical Center. “It has enabled us to efficiently alert the appropriate staff members during critical and non-critical events to help us provide better service to our patient community.”



Federal Signal's Public Safety Systems Division is a recognized leader and innovator in the industry. We have developed our expansive product line through working closely with our customers and partners using a collaborative product development approach. Designed for interoperability of devices, high-performance and prolonged use, our products offer state-of-the-art features with quality you can rely on today and tomorrow.

With manufacturing operations, engineering, manufacturing and software development underway around the globe we bring together the best products and technologies to support our customers located in more than 100 countries. With our unique global footprint we provide localized solutions to support your needs.

From alerting and notification systems, to networked digital video and analytics systems, to first responder systems, to intelligent transportation systems, to in-car video and data systems, and much more, Public Safety Systems from Federal Signal is helping make the world safer, commerce move quicker, and your community a more secure place every day.

For more information please visit <http://www.federalsignal.com/publicsafety> or give us a call at 1-800-548-7229. We look forward to hearing from you.