



Bouman Mental Healthcare Adopts Ekahau RTLS for Staff Alerting on Ekahau RFID Badges and Ascom

Challenge

At the world-renowned Bouman Mental Healthcare in Rotterdam, Netherlands, caring for patients with addiction and other psychological conditions can be challenging and sometimes unpredictable for staff and caregivers. Caregivers need to take care of their patients; however patients under the influence of medications, distraught family members and other factors can compromise caregiver safety. In an emergency situation, it is essential that caregivers are able to request help and receive assistance quickly. Since hospital employees are always moving, Bouman Healthcare needed a mobile emergency alerting system with panic button functionality to help locate staff emergencies quickly, shrink emergency response times and ensure that nearby personnel could quickly respond to caregiver requests for help.

Solution

Bouman Mental Healthcare needed a mobile emergency alerting solution to protect its employees, in case of staff duress and other violent incidents. The Ekahau RTLS staff safety alerting solution is currently used in eight buildings on the Bouman Mental Healthcare medical campus. Installed by Dutch systems integrator and Ekahau Certified partner, Zetacom, the busy hospital uses Ekahau's active radio frequency identification (RFID) badges which act as panic buttons and additionally trigger help request messages on Ascom i62 handsets using the Ekahau Positioning Client™ (EPC). The Ekahau staff alerting solution allows caregivers to instantly request help and indicate their real-time location on virtual hospital maps and as text messages on the badges of nearby badge-holders (e.g., "ID#33, Code Red, Rm 302").

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With Ekahau RTLS, we have very cost-effective staff alerting solution with two-way communications and room-level location visibility when it matters most. Ekahau RTLS features an open Application Programming Interface (API) which allows real-time location tracking to be incorporated into different alert systems and devices such as Ascom handsets. Bouman Mental Healthcare has future plans to expand the use of Ekahau RTLS to additional buildings.”

-Huib Moerman,
Manager of ICT

Ekahau's location-aware active RFID badges operate over standard Wi-Fi networks and feature a patent-pending pull down panic switch, two-way messaging and an LED for text message display. When a caregiver is threatened, they can pull down on the Ekahau badge and a message is sent out to security, Ascom handsets, and nearby staff members through using Ekahau Vision™ messaging software. The Ekahau badge's LED screen will sound and a text message will appear, e.g. "ID#33, Code Red, Rm 301." Ekahau badges enable messaging, whereby texts are received and button presses send back help acknowledgement and other confirmations, without manual dialing, voice prompts or map look-ups. The Ekahau Vision messaging software platform also provides Forensics Replay™ feature, which offers full recorded playbacks of staff and badgeholder's movements for further analysis. The system also enables alert escalation to external third-parties parties which helps caregivers working night shifts. The Ekahau RTLS solution also enables security and police to send mass notifications to all or some badge-holders; these notifications are displayed as text messages on Ekahau badges.

Results with Ekahau

Bouman Mental Healthcare chose the Ekahau RTLS solution because Ekahau active RFID badges cost-effectively operate over the facility's existing Wi-Fi network, offering location-aware messaging beyond conventional panic buttons or VoIP handsets which require dialing and speech. No additional cabling or excitors were required to gain location visibility and the Ekahau staff safety solution was scalable across eight buildings and even outdoor areas, wherever Wi-Fi was available.



Bouman uses Ekahau's active radio frequency identification (RFID) badges which act as panic buttons and additionally trigger help request messages on Ascom i62 handsets using the Ekahau Positioning Client™ (EPC).



Ekahau East Coast
(Headquarters)
1851 Alexander Bell Drive
Suite 105
Reston, VA 20191
Tel: 1-866-4EKAHAU
Fax: 1-703-860-2028
sales-america@ekahau.com

Ekahau Europe
(Sales, R&D, Product Management)
Hiilikatu 3
00180 Helsinki, Finland
Tel: +358-20-743 5910
Fax: +358-20-743 5919
sales-europe@ekahau.com

Global Tech Support: www.ekahau.com/support

www.ekahau.com

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