

St. Catherine's Hospice Improves Efficiency with Mitel IP Solution

CUSTOMER NEEDS

- A voice communications system with voice mail
- A robust, reliable and cost-effective IP solution capable of supporting future applications and growth
- A future-proof converged solution to improve communications methods

SOLUTION COMPONENTS

- Mitel 3300 Integrated Communications Platform (ICP) with embedded applications including voice mail
- Mitel 5215 and 5220 IP Phones

RESULTS

- Improved communications, leading to improved operational efficiency
- A cost-effective voice communications system capable of supporting new applications
- A converged, resilient network: reducing the Total Cost of Ownership



St. Catherine's Hospice has been providing palliative care for the people of Scarborough, Whitby and Ryedale since 1985. It is primarily funded by local people with some government funding. Palliative care is the total care offered to patients suffering from diseases that have reached the stage where they are treatable but not curable. The essence of hospice care is improvement in the quality of life; this is achieved by the relief of symptoms such as pain, nausea, and distress by specialized medical and nursing care, and the provision of social, emotional and spiritual support for the patients and their caregivers.

The service which best conforms to this philosophy involves a balance of support and care – at home, in day care, and in-patient care, all of which are provided by St. Catherine's.

In 2004, St. Catherine's Hospice relocated to a new building due to the growth of the organization. It now has 20 beds and a total of 130 employees. St. Catherine's also has a satellite hospice based in Whitby that is used for local patients needing blood transfusions and other day treatments, and four dedicated beds within Whitby hospital.

Customer Experience

→ St. Catherine's Hospice

ABOUT ST. CATHERINE'S HOSPICE

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**Jan Sharp,
Support Manager,
St. Catherine's Hospice.**

Jan Sharp, Support Manager, explains, "We moved into a new site and the old phone system was just too basic for our needs; we couldn't even leave voice mails, so the receptionist had to write down messages and run around the building trying to find the person. It certainly wasn't an effective way of handling calls."

The Mitel® 3300 Integrated Communications Platform (ICP) is installed at the Scarborough site and St. Catherine's Hospice is already experiencing the benefits. Sharp states, "I'm not a technical person but I can see the benefits of the new phone system: voice mail has made such a difference to all of the employees, and calls are not missed and messages are not lost. We can now monitor calls and know what's happening with each extension. I am looking forward to experiencing the growth of our communications solution, and seeing the value and the merits that Mitel has to offer."

St. Catherine's Hospice is constantly looking for new ways to improve communication with the NHS, the satellite hospice in Whitby and the GP's surgeries. Future plans to develop the communications solution include the implementation of the Mitel Teleworker Solution and Mitel videoconferencing. The consultants will then have the opportunity to plug in their laptops at the GP surgeries and the Whitby hospice which will enable them to access documents, make calls, conduct videoconferences by connecting to St. Catherine's network, all of which increases the effectiveness of communicating and collaborating.

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GD 9788 PN 51009620RA-EN