

CASE STUDY

CLINIC ST. ANNA LUCERNE, SWITZERLAND



Fast transport for a better patient service:
Pneumatic Tube Systems accelerate internal processes, increase safety, and save time and labour costs

hirslanden
Klinik St. Anna



The Solution

Aim:	fast transport, process optimisation
Transport Goods:	laboratory samples, pharmaceuticals, documents
System:	TranspoNet
No. of Carriers:	70
No. of Stations:	16
Commissioning:	2006
Extension:	2007, 2008

The Customer and The Requirements

The well-established hospital St. Anna has belonged to the Hirslanden Group of Private Hospitals since 2005. With its broad range of medical facilities and its 200 beds this emergency hospital in Lucerne provides outstanding medical services backed by expertise, efficient processes and modern infrastructure.

More than 700 employees and 150 medical specialists take care of 8,600 inpatients and 39,000 outpatients per year. One of the clinic's guiding principles is the continuous improvement of all processes to provide a long-lasting contribution to the patients' recovery and their quality of life.

Over the last few decades the hospital has been extended several times and six new wings have been built. In 2005, in order to quantify the staff's workload and to optimise internal processes, the clinic

analysed all logistic activities, recording the distance and duration of each movement. The analysis documented that the accumulated effort of all logistic activities corresponded to 11 full-time positions.

It was clear to the clinic management that automating transport assignments would not only result in long-term savings but also liberate staff so that they would be better able to perform their primary duties.

Therefore the clinic management instructed Swisslog to carry out a further analysis. In a feasibility study, Swisslog compared several transport systems to ascertain their suitability for the tasks, and provided cost estimates.

swisslog



The Solution

In 2006 the clinic decided to install a pneumatic tube system because the speed and efficiency of this equipment provided the most advantageous solution.

The flexible and modular expandability combined with the ease with which the installation could be carried out within the old building structure were decisive factors in choosing a Swisslog TranspoNet pneumatic tube system, which starts running less than four months after the order was placed.

The installation with 16 sending and receiving-stations connects the operating theatres and emergency unit with the laboratory and pharmacy. Furthermore the stock receipt and different wards are connected together with the pneumatic tube system. The carriers not only transport urgent laboratory samples but also pharmaceuticals and blood transfusions.

Another advantage is the employees' paging system, used by the clinic, which alerts the staff on all incoming carriers. TranspoNet communicates with the employees' paging system via a mail-gate to inform the consignee about every new incoming carrier which is allotted to him. Thus, unnecessary holding times and delays in further processing of the transported goods can be reduced considerably and service quality for the end customer can be improved.

As the clinic wanted other wards to be connected to the tube network, four extensions have been installed since commissioning in 2006. This proves the benefit of the automatic transport for all target groups in the clinic.

Future Extensions

A building, which is 150 metres away from the clinic, will probably be connected to the existing tube network in 2009. Thus, the surgeries of this building would also benefit from a fast connection to the laboratory and could offer the patients a better service.



Benefits of this Solution

- > Relieving nursing staff from portering activities gaining time for their main tasks of patient care
- > No loss of time because of fast transport of samples, pharmaceuticals and documents
- > More employee and patient satisfaction due to reliable service and fast handling
- > Optimisation of in-house logistic
- > Cost and time savings due to automation
- > Possibility to retrofit through modular system

Scope of services

- > Feasibility study
- > Comparison of variations, planning, cost estimation and realisation of an adequate pneumatic tube system
- > Programming of control and personal paging system software
- > Instruction of technical staff for first level support
- > Troubleshooting
- > Preventive maintenance

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