

New Forest Park Medical Center Facility in Frisco, TX Goes Live With CommonPath™ Nurse Call System from Critical Alert Systems

Jacksonville, FL (September 17, 2012) — Critical Alert Systems (CAS) has announced that its CommonPath™ technology is the exclusive nurse call system for the new 128,000-square-foot Forest Park Medical Center in Frisco, TX. The facility, which opened June 18, includes 30 inpatient beds, 14 VIP suites, 10 intensive care beds, two endoscopy suites and 12 state-of-the-art operating suites. The CommonPath patient-to-caregiver communications allows Forest Park Medical Center Frisco to quickly handle patient requests and effectively manage workflow.

“In this new facility, it was important for us to have the latest high-tech devices that support top-notch service and high-quality care,” said Mike Miller, Technology Design Engineer, Forest Park Medical Center. “We knew nurse call would be a critical consideration in achieving that goal, and Critical Alert’s technology aligns with our focus on excellence. Their CommonPath system was easily configured for individual nursing units targeting workflow and communications as well as escalation protocols for a variety of patient requests.”

CAS worked with Schneider Electric on the Forest Park Medical Center Frisco installation. Highlights of their approach for the new facility include the following highlights:

SpectraLink Integration: Intego implemented a SpectraLink SIP-based integration that allows staff to send messages from the web-based app or client app, as well as route alarms and alerts using the CommonPath clinical suite (Rules Engine, Caregiver Assignment Engine, Workflow Engine and Messaging Engine). The SIP integration gives caregivers the flexibility to call into a patient room from the SpectraLink device and gather more patient information to better handle responses. Intego’s SpectraLink integration is native and required no third-party middleware.

CommonPath ADT Integration: CAS implemented an HL7 interface to allow patient demographic data to be electronically populated within nurse call. This integration provides nurse call operators with important information, such as patient name, assigned doctor and patient acuity, when a patient initiates a request. This allows caregivers to respond in a personalized and targeted way to patient requests.

CommonPath Integrated Smart Locator: This system gives care providers the ability to locate personnel and equipment, including more than 750 mobile medical devices, throughout the facility. The integrated application also enables automatic, hands-free closure of nurse call patient requests as well as meaningful data on response times and staff time spent with patient. According to Miller, this system is helping the facility streamline processes and supports the goal to provide unsurpassed excellence in the quality and cost-effectiveness of healthcare.

CommonPath Reporting: Also implemented was a robust application that creates reports on data collected from all the events recorded within the nurse call system. These reports are a powerful tool that can identify improvements in workflow and staffing to help Forest Park Medical Center Frisco continuously track and improve on patient satisfaction and efficiency goals.

“The selection of Critical Alert’s CommonPath for Forest Park Medical Center’s Frisco facility highlights many of the qualities that healthcare organizations now look for in a nurse call system,” said CAS Chief Strategy and Business Development Officer Charles Bell Sr. “Our software-driven, leading edge technology results in a system that’s highly configurable, reliable and easy to use. And, the system provides measureable improvements in important areas such as patient care and satisfaction as well as staff efficiency and retention.”



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About Critical Alert Systems

Critical Alert Systems (CAS) provides healthcare communications technology solutions that help save lives and deliver faster, more efficient patient care to more than 500 hospitals nationwide. The company's software-driven CommonPath™ is the next generation of nurse call systems – a patient-centered, simple-to-use system that is highly configurable and scalable and offers measureable improvement in patient satisfaction and staff efficiency. Through its paging services, CAS provides fast and reliable critical messaging for emergency medical and disaster response teams in 13 states in New England and the central southeastern U.S. CAS also is an equity partner with Mobile Heartbeat™, smartphone technology that provides clinicians instant access to critical patient information. More information is available at www.criticalalert.com and www.mobileheartbeat.com.

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