

# Austco Connect



## SEDCO COMMUNICATIONS ACQUIRED

QUARTER 1, 2013

Azure Healthcare, the publicly listed parent of Austco, is pleased to announce that it has acquired Sedco Communications. Sedco was established in 1969 and over the passage of 43 years established itself as a leader in healthcare communications with installations across Australia, New Zealand, Middle East & Asia.

With a large deployment of Sedco Nurse Call systems throughout the Asia Pacific region, the acquisition substantially strengthens Azure Healthcare's Asia Pacific footprint whilst expanding the company's presence into Acute Care.

Robert Grey, Chairman of Azure Healthcare commented on the recent acquisition "The board and management team at Austco are very excited to acquire our most substantial Australian competitor, Sedco Communications.

Azure Healthcare is committed to servicing and supporting Sedco's existing Nurse Call installations and intends to develop seamless integration between the products.

We are in the process of consolidating Sedco's manufacturing facility into our production plant and we expect that production will be underway by the end of February 2013.

Over four decades, Sedco has developed extremely strong brand recognition and customer loyalty and we hope to build upon this excellent reputation. We wish to congratulate the staff and management at Sedco for developing an outstanding enterprise and we are privileged to be able to bring Sedco into the Azure Healthcare family.

Over the coming months, our focus will be on integrating the Sedco and Austco brands into a unified platform, taking the 'best of breed'

solutions from both companies.

As a competitor, both companies were duplicating development efforts and this acquisition will enable us to streamline these efforts and substantially reduce the combined R&D expenditure. Additionally, both businesses have developed complimentary solutions – which enables us to cross sell products and services throughout the customer base."

Sedco Sales Manager, Tim Hombsch joins Austco to lead the Sedco division. "I am thrilled about this acquisition and how it will benefit our customers and employees," said Hombsch. "It's a perfect match in terms of products, industries, and company culture. We're very impressed with Austco's leadership and are confident they'll help take Sedco to the next level of success.

Sedco customers can be assured that Azure Healthcare, through our extensive reseller channel, will be able to continue to receive support and service with key staff members of Sedco transferring to Azure Healthcare."

With the acquisition of Sedco, Azure Healthcare has the largest footprint of Nurse Call systems globally, with an estimated 8,000 systems deployed in 60 countries.



## in this issue

Azure Healthcare (ASX:AZV) acquires iconic Nurse Call manufacturer Sedco

From the desk of the CEO. Past, Current & Future trends in Nurse Call.

Oakville Hospital place order with Austco Canada.

NEW! Sneak Peak at the Touch Duty Station.

## FROM THE DESK OF THE CEO



**Robert Grey**  
CEO Austco Communications

This month, Connect takes the opportunity to interview Aged Care advocate and CEO of Austco Communications, Mr. Robert Grey.

Robert has been involved in Aged Care for a long time - this year marks the 27<sup>th</sup> anniversary of Austco, the company he founded in 1986.

**Connect:** With 8,000 Nurse Call installations around the globe, it must have provided you a very unique insight into the issues facing aged care facilities worldwide - what are some of these issues?

**Robert:** As the global population continues to age, it will call for the provision of services to a much larger numbers of people. Services will need to be developed to meet the challenges presented by the increasing diversity of the elderly in terms of their care needs, preferences and affluence.

It is critical that the aged care sector is able to meet these challenges in ways that promote the wellbeing of the oldest generation, while remaining cost effective for the community.

Aged Care facilities will be under mounting pressure to manage more residents, with a decreased level of funding, on a per capita basis. Human resources costs will continue to rise, so the only option is to invest in technologies that can increase efficiency.

Nurse Call is certainly one field, but equally so; community outreach programmes, telemedicine, IT Systems, Workflow management and mobile technologies are

all areas to embrace. If an Aged Care provider is not investing into technologies to increase efficiencies today, then they simply will not be competitive in the years to come.

**Connect:** Which provides the best solution for an aged care site; hardwired, structured cabled, wireless or a hybrid approach such as a medical dialler?

**Robert:** It entirely depends upon the application as differing levels of care (Nursing Homes, Hostels and Retirement Villages) require different solutions.

In my opinion, a hardwired Nurse Call solution still provides the highest level of reliability and the lowest cost option when considering the "whole of life" cost.

**Connect:** What trends have you noticed in Nurse Call, are there any leading edge technologies emerging?

**Robert:** Over the past 30 years that I have been involved in Nurse Call, I have never seen the rate of change like I have seen today.

Like all "electronic fashions", there are "trends" and "fads" and trying to distinguish between the two is more of an art than a science.

Integration continues to play a pivotal role in more and more of our installations. Specifically, integration into Access Control, Fire Alarms and Security Systems is very commonplace.

I suspect that community outreach programmes, dementia management and integration into resident databases will become increasingly important to be integrated into.

On the flip side; I have seen companies create Nurse Call systems based on WiFi (802.11). I feel that this is more a fad than a trend. WiFi was developed to provide wireless internet and its utilization within a Nurse Call system, whilst novel, seems overly expensive and inheritably unreliable. I admire the technical ingenuity, I just harbour reservations over deploying solutions designed for Life & Safety over a wireless LAN.

## OAKVILLE HOSPITAL PLACE MULTI MILLION DOLLAR ORDER



**Location**  
Toronto, Canada  
**Reseller**  
Honeywell Canada

In 2005, the Ontario Government announced its decision to invest in a top-notch health care facility to replace the already half-century-old hospital.



The New Oakville Hospital involves the construction of a 1.5 million square feet facility on a 50-acre greenfield site in Oakville, Ontario.

Construction on the \$2 billion hospital has commenced and is expected to be completed in the summer of 2015.

The facility will have the capacity for 457 beds, including three main sections; a five-storey section for complex continuing care, rehabilitation that will also house a number of outpatient programs such as nephrology, including the mechanical penthouse; a ten-storey inpatient tower section containing

patient bedrooms, operating theatres, as well as pre and post-operative support functions; and a four-storey therapeutic and diagnostic imaging section that houses emergency care, diagnostic imaging, ambulatory clinics, maternal/child services, adult mental health and penthouse.

A fourth section serves as the two-storey, main hospital entrance and connects the rehabilitation block to the inpatient tower block.

Mr. Clayton Astles, Vice President of Austco Canada commented on the recent order.

"Oakville Hospital will have some of the most sophisticated integrations of any healthcare facility in North America, including Real-Time Patient Telemetry, ADT, RTLS, Patient Flow, Wayfinding (Digital Signage) and Cisco Wireless Phones.

These integrations will ensure that critical information is reaching the right people as quickly as possible, which will allow Oakville Hospital to provide exceptional patient care and safety."

It is expected that thousands of critical messages will be sent out every day at Oakville Hospital to their mobile devices.

Messages include notifications about medical emergencies (code pages), staff



communications, security or duress issues, and mechanical problems in the hospital.

With so many systems in place, ensuring caregivers responsible for monitoring the different systems received timely and accurate messages is critical.

With RTLS and Patient Monitoring in place, Oakville Hospital required a solution that would integrate these key systems with other communication applications. The goal was to automatically detect messages from

the systems, filter them appropriately, and send the right alert to the right caregiver on the right device at the right time.

The solution developed by Austco enables alerts such as Tachycardia, Bradycardia, Arrhythmia, respiratory alerts and even SpO<sub>2</sub> alerts to be dispatched to mobile staff. Coupled with the universal staff assignment client, this makes the solution one of the most advanced solutions worldwide.

## Sneak Peek : Touch Duty Station

New from Austco and available soon, the Touch Duty Station is designed to improve patient care, staff satisfaction and workflow through automatic reminders.



Marketing Manager, Mr. Nathan Buzza provides a Sneak Peek at Austco's new Touch Duty Station.

In the hectic environment of the Med/Surg Ward, caregivers manage countless requests throughout the day.

Tacera provides your staff with the added confidence that they're providing patients with high quality care and pain assessment via the Touch Duty Station.

### A Nurses Station in Every Room

The Touch Duty Station is like having a Nurse's station in every room. Care providers can easily view a list of every active call, in every room, to gain a holistic view of the ward.

Additionally, the units integrated VoIP interface enables care providers to answer and initiate calls from any room.

### Rounding

The Touch Duty Station assists caregivers in supporting the evidence-based practice of rounding by reminding them when it's time to check in on patients.

Rounding provides more than boost patient satisfaction; it also:

- Reduces the number of patient falls.
- Improves the ward's workflow by reducing the number of calls.
- Increases interaction between care providers and patients

### Pain Assessment

Pain management is a key component in providing the overall quality of care for your patients. Since a patient's self-report is the single most reliable indicator of the existence and intensity of pain, ongoing communication is vital to managing pain and speed recovery time.

Tacera helps caregivers establish and maintain the all-important element of trust with their patients by reminding them to perform regular pain assessments.

### Wound Care

A "Wound Care" button on the Touch Duty Station prompts caregivers to check on patients' wounds so they can apply dressings, administer pain medication, and assist patients to move in bed to relieve pain and prevent bedsores.

Wound care reminders can be dispatched directly to your facility's Physical Therapy department or Wound Care group, according to the patient's needs and internal processes.

By sending the calls directly to the appropriate wound care providers, nurses can stay focused on their rounding procedures, knowing that their patients are getting the care they need.



The Touch Duty Station is available in Q2 2013.

NEW!

## NURSE CALL DRIVES EFFICIENCY AT UNIVERSITY HOSPITAL



**Location**  
Georgia, US  
**Austco Dealer**  
Dixie Communications

University Health Care System has been a leader in the Augusta, GA area for nearly 200 years. They have worked diligently to enhance the quality of life for everyone and to provide the highest level of care to the communities which they serve.

From simple grassroots beginning 1818, the University Health Care System has grown into one of the largest, most comprehensive healthcare providers in Georgia.

The 581 bed University Hospital is the cornerstone of a healthcare system that provides compassionate and skilled care through comprehensive inpatient and outpatient services, nursing facilities, home health services, prompt care facilities and rehabilitative care programs to a 25-county region in Georgia and South Carolina.

The Hospital was facing challenges with the performance and product offerings of their previous Nurse Call vendor and recognized that there was a pressing need to modernize their existing obsolete Nurse Call technology. Outdated communications systems are disruptive and inefficient. A study by SpectraLink showed that nurses lose 900 hours per year due to paging delays and hold times.

The new system needed to provide advanced functionality that would streamline the communication process, improve patient care and ultimately maximize caregiver efficiency when managing patient events and notifications. They needed a reliable Nurse Call vendor and system that they could truly rely on.

University Hospital worked closely with Dixie Communications who installed the Austco software solution to replace the outdated software package that was previously installed in one of the nursing wards in the main hospital.

Before the new solution was implemented, patient calls would ring into a central station

that was monitored 24/7 by a member of the clerical team. When an active alarm came in, the clerical staff would answer the call and try to locate the patient's assigned caregiver. This process proved to be quite lengthy and inefficient, especially if the caregiver could not be reached immediately.

Today, with the Austco Nurse Call System and integrated events notification software, calls are delivered instantly to SpectraLink phones, eliminating the phone call between the clerk at the central station and the nurse down the hall. This immediate communication ensures that patient concerns are acknowledged and assessed; improving staff efficiency and increasing caregiver mobility.

Patients receive the care they need faster and the hospital maximizes its valuable resources.

Bertie M. Turner, BSN, MHSA, BC, Informatics Nurse Analyst at University Hospital is a highly trained "Super User" of the Austco Nurse Call System. Bertie conducts system training to numerous staff members and provides valuable on site product support to her team.

## DEALING WITH DEMENTIA WITH DIGNITY, BALANCING PRIVACY WITH CARE



**Location**  
Ontario, Canada  
**Austco Dealer**  
Direct

Burloak Long Term Care Centre is a private long-term care home for seniors who require personal and nursing care and/or assistance with the activities of daily living.

The challenge faced by Burloak Long Term Care Centre was to find a system that was unobtrusive in monitoring residents with dementia, which endorsed Burloak's "Keep It Normal" philosophy, allowing residents to be as comfortable as they would be in their homes.

Dementia care is a priority for all long term care providers, including assisted living. It is estimated that more than one third of residents residing in assisted living have some

form of Dementia or Alzheimer's disease.

As pioneers in dementia care monitoring, Austco has developed an intelligent sensor technology that helps increase the quality of care for residents with dementia. Ideally suited for residents with dementia who are unable to operate a manual call station, the intelligent sensors monitor potentially dangerous or preventable situations within a room.

Each resident may be assigned a "profile", which determines parameters such as what times the resident may exit the bed and the expected duration that they will be out of the bed (for example, if the resident uses the ensuite in the middle of the night). Should the resident not return to bed within the expected profile period, then the Nurse Call system will trigger an alarm.

Austco's Dementia Care System provides a non-intrusive monitoring and emergency call system for the care of residents suffering



from confusion as a result of Alzheimer Type Dementia.

Austco's Dementia Care System ability to establish a resident's typical behavioural pattern allows staff to anticipate times when the resident may display non-typical behaviour (preventing falls, stitches or other emergency medical care). The system automatically advises staff of a residents change in behavioural patterns. Staff are able to be pro-active in providing care, without the resident feeling like he/she is under constant supervision.

## contact details