

## CUSTOMER REFERENCE STORY



# Functional planning lays the foundation for a smooth course of care



*The new Tyks Lighthouse Hospital in Turku, Finland, will receive its first patients at the start of 2022. Focus on patients is one of the principal values of the hospital and its translation into practice is ensured through functional planning and multi-professional collaboration.*

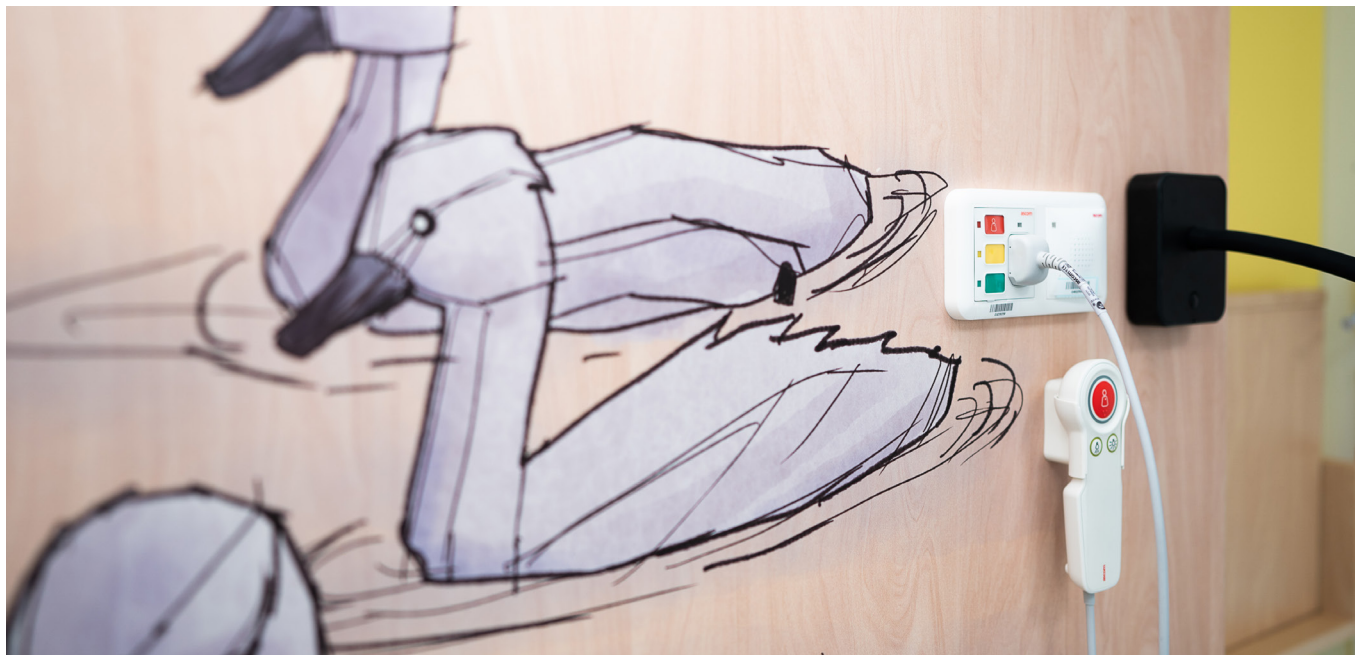
On the outside, the new Tyks Lighthouse Hospital appears to be more or less complete, but inside, a lot of work and testing remains to be done before the hospital is ready to welcome its first patients.

**"The support persons of all patients can stay overnight at Tyks Lighthouse Hospital, if needed. This is one example of our patient-oriented approach"**

Annika Lindblom  
Hospital Planner at Turku University Hospital

Tyks Lighthouse Hospital will house services that are currently located in Tyks U-Hospital, including the departments of obstetrics and gynaecology, paediatrics and adolescent medicine, ear, nose and throat diseases, as well as oral and maxillofacial diseases. The new hospital will also accommodate medical support services, such as an imaging unit and instrument management.

**"The construction of a large hospital is a long process with multiple stages. The functional planning of Tyks Lighthouse Hospital started in 2011 with the outlining of the big picture. We estimated, for example, the development of population**



**and birth rates, how various treatments will be arranged in the future, and what patient groups will be treated at the hospital once it is operational,"** explains Annika Lindblom, Hospital Planner at Turku University Hospital, who is in charge of coordinating the functional planning.

According to Lindblom, the functional plan is a document that not only steers the planning of the hospital but also serves as the basis for the entire construction project. The aim of the functional plan is to ensure that the hospital facilities best meet the needs of patients and staff.

**"The principal values for Tyks Lighthouse Hospital include a customer-oriented approach, family-centred care and patient safety. By means of functional planning, we can make sure that the values are not just empty words but they are a concrete part of the daily operations of the hospital, the quality of service and patient experiences,"** says Lindblom.

## Operational efficiency allows more time for patients

**"It is necessary for the nurses to be able to focus on the essential, so that as many patients as possible can benefit from their professional competence. This will be ever more important in the future."**

Annika Lindblom  
Hospital Planner at Turku University Hospital

In the context of nursing, efforts to make operations more streamlined or efficient can easily sound uncompassionate, even though it couldn't be further from the truth. At Tyks Lighthouse Hospital, increased operational efficiency is aimed at providing the nursing staff with more time to interact with patients, which is the essence of their work.

Proper planning and the utilization of technologies enable us to ensure that the valuable time of nurses is not spent on tasks that can be managed more efficiently through, for example, automation.



**"We pursue to minimise overlapping functions and to identify and remove operational bottlenecks. One way of streamlining the operations is to have the necessary medical support services located within Tyks Lighthouse Hospital. When laboratory samples can be taken and imaging services provided in the same building, there is no need to transport patients. This arrangement saves time and is more convenient for the patients."**

The participation of the staff members in the planning of the new hospital is a crucial element, since they know best where potential issues lie.

**'Doctors, nurses and other staff are involved in the functional planning. They will see to it that our principal values are taken into consideration at all phases of planning. Their contribution is of vital importance.'**

Another driver of operational efficiency is the nurse shortage, which still seems to be worsening.

## Focus on patients calls for new technologies

**"Thanks to the advanced nurse call systems, information is transferred from the medical devices directly to Ascom Myco 3 smartphones carried by the nurses, thus alerting the nurses immediately of any changes in their patients' condition."**

Annika Lindblom  
Hospital Planner at Turku University Hospital

Tyks Lighthouse Hospital emphasises family-centred care which, in practical terms, calls for new technological solutions. As the provider of its communication technology solutions, Tyks Lighthouse Hospital selected Ascom, which specialises in intelligent communication solutions for healthcare.

**"At Tyks Lighthouse Hospital, it will be possible for the support persons of paediatric patients to accompany their child and, if needed, even stay overnight at the hospital. However, since it is necessary to monitor the child's condition all the time, we have invested in new patient monitoring systems."**

The increasing proportion of single-patient rooms also demands new technological solutions. A nurse cannot be in several places at the same time and, yet, within specialized care, nurses must be aware of their patients' condition at all times.

**"The nurses can, at once, speak with the patients over the phone to clarify their concerns. For example, if the patient needs pain medication, the nurse can pick up the drug on the way to the patient room. This will save time and steps. Moreover, the stress of nursing staff will be reduced by technical solutions providing improved situational awareness and less noise pollution from excessive alerts,"** Lindblom explains.

Lindblom also finds it important that nurses can use their smartphones to enter necessary patient information directly into the medical records system while in the patient's room. This will make the documentation process easier and reduce the possibility of errors.



## Praise for Ascom's clinical consulting services

A dependable communication system is a cornerstone of clinical safety and, therefore, the functionalities of the system deserve special attention. Tyks Lighthouse Hospital's communication solutions have been designed in close collaboration with the experts at Ascom.

Ascom Clinical Consultant Mila Hildén has analyzed the existing clinical workflows and reviewed development proposals jointly with the staff members who will move to the new hospital. The accrued knowledge has served as the basis for solutions that will optimally serve the needs and desires of the new hospital. The system installation and testing work is currently underway.

**"Clinical consulting services offered by Ascom have been an invaluable part of the planning and implementation of our communication systems. In my opinion, it is extremely important that Hildén herself is a qualified nurse and has years of experience in working within neonatal intensive care. Without a background in nursing, it is difficult to understand the hospital routines and the requirements of nursing work."**

Annika Lindblom  
Hospital Planner at Turku University Hospital

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