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St John of God Health Care

CASE STUDY

Reducing off-air time for critical healthcare connectivity

Customer: St John of God Health Care
Location: Australia
Industry: Health

St John of God Health Care deployed a nimbus resumption service to establish robust and automated call forwarding measures for business continuity; mitigated risks associated with off-air time and ensured connection with their community during planned and unplanned network outages.

At a glance

Program Objectives

- *Ensure Continuous Communication:* Develop a strategy to guarantee uninterrupted voice and data communication.
- *Emergency Response:* Establish protocols for immediate communication during emergencies and planned outages, ensuring swift response and coordination.
- *Redundancy and Resilience:* Implement redundant systems to minimise downtime and enhance the network's overall resilience.
- *Training and Awareness:* Train staff at all levels to handle communication systems during disruptions and raise awareness about business continuity.
- *Regular Testing:* Conduct periodic drills and tests to evaluate the effectiveness of the business continuity plan and identify areas for improvement.

The Business

As one of Australia's largest Catholic healthcare providers, St John of God Health Care's Vision is to be recognised for care that provides hospitality, hope, and a greater sense of dignity, especially to those most in need.

The organisation operates 27 facilities, comprising more than 3,300 hospital beds in Australia and New Zealand, as well as home nursing, disability services and social outreach programs, and employs more than 17,000 caregivers.

Across its multiple locations and dispersed departments, it's imperative that critical care can be administered, and phone lines are operational 24x7 to provide ongoing excellence in care, service, and governance.

At a glance

Solution Benefits

- A cloud-based, easily accessible solution

- Utilisation of nimbus Professional Services help to guide the organisation through transition and build best-practice plans

- After a successful pilot phase rollout, increased to 58 numbers across 17 sites

The Challenge

St John of God Health Care, operating a large hospital network, faced the critical need to establish robust telecommunications business continuity measures. The organisation recognised that uninterrupted communication is vital for patient care, emergency response, and overall operational efficiency. The diverse sites, each with unique requirements and challenges, added complexity to the task.

Its operations rely heavily on efficient communication for seamless service outputs. St John of God Health Care identified potential risks that could affect their community, including natural disasters, cyber threats, and equipment failures that could disrupt telecommunications services. This prompted the need for a comprehensive disaster recovery solution, one which could deliver automated bulk call forwarding and help them remain contactable during a planned or unplanned network outage.

Requiring reliable and resilient telecommunications infrastructure across multiple departments and sites, the organisation also needed to prepare for planned outages, and have the confidence that calls diverted to backup sites are received by the right department and health practitioner.

To address these needs, St John of God Health Care sought to enhance its current business continuity practices with a premier solution.

> "We wanted to ensure that when the scheduled telephony outage occurs, we had the infrastructure, systems, and processes in place to rapidly initiate call diversions in seconds. This reduced off-air call time significantly and minimised the impact to our healthcare organisation and the community.
>
> **James Emmerson, Project Manager | St John of God Health Care**

The Solution

St John of God Health Care selected a powerful and resilient tool to create, implement, and roll back bulk call-forwarding plans for critical services. Working with St John of God Health Care's IT and communications specialists, specific operational requirements were captured to develop strategic business continuity plans. The plans were built according to the different scenarios where call-forwarding would be required.

At a glance

Result

- Reduced downtime during unexpected and planned events from a few hours to a couple of minutes.

- The organisation experienced minimal disruption, ensuring continuous patient care and operational efficiency, and significantly saved time for critical operational teams.

- Staff members were well-prepared to handle communication systems during emergencies, contributing to swift and coordinated responses.

- The streamlined process resulted in more efficient and timely communication, allowing critical operational teams to focus on their higher value tasks without prolonged interruptions.

" The call diversions, call confirmations when started, handover, and then the timely rollback provided great reassurance to our ogranisation and gave us the confidence to proceed with major planned outages knowing that patient care could continue without interruption. What a great outcome.

Goran Keserovic, Network Architect | St John of God Health Care

The Solution

First implemented in December 2023, St John of God Health Care chose to take on a phased approach to implementation, initially using a pilot site to test the viability and suitability of the business continuity solution from nimbus. After successfully deploying the solution, the organisation expanded to 58 numbers across 17 sites in January 2024.

St John of God Health Care additionally purchased a Professional Services package from nimbus. This gave their team access to subject matter experts who provided best-practice advice and guided the entire process for the initial setup of call-forwarding plans.

The Result

Reducing off-air time and the impact felt due to a network outage, St John of God Health Care realised quantifiable benefits by activating call-forward plans/scenarios in one minute, compared to hours using their old process and systems, highlighting how nimbus helps to simplify communications management and bolster productivity.

Moreover, as critical communication lines underpin healthcare services, the ability to pre-test disaster recovery plans, where they are diverted, and how they are rolled back to their original state was a key success factor. By testing, the organisation can now understand where potential failures could occur before an outage, minimising scrambling time during an event.

The nimbus business resumption service not only addressed potential disruptions but also enhanced the overall resilience of the organisation. By prioritising communication and adopting a proactive approach, St John of God Health Care solidified its ability to provide uninterrupted healthcare services, ultimately safeguarding the well-being of patients and supporting the organisation's mission by remaining operational and contactable.

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Through future-proofed, cloud, patent protected software, nimbus transforms employee management capabilities for location-based, remote, and work from home staff with compliance, workforce optimisation, and business continuity solutions.

nimbus' suite of Software as a Service products are deployed by some of Australia's top ASX companies, and globally by organisations and Government in the United States, the United Kingdom, Mexico, Canada and the Middle East.