**Franklin Hospital:
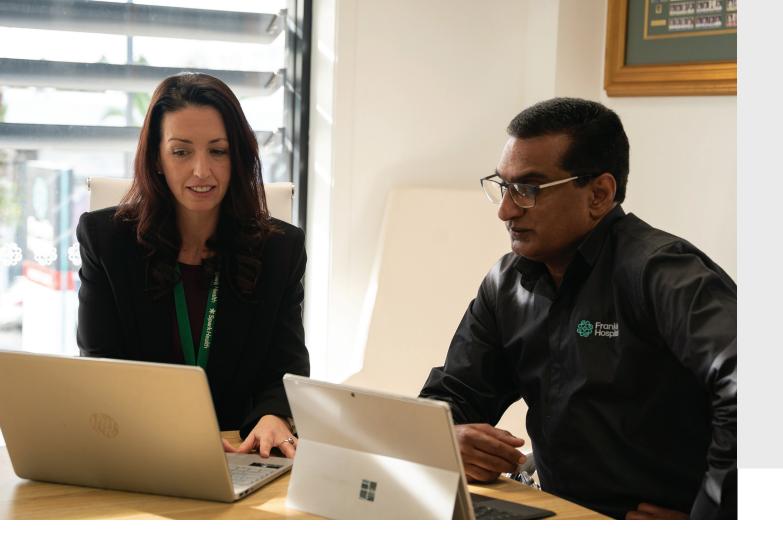Built for the Future**

Creating the Foundations
for a Leading Digital Hospital

Franklin Hospital CEO, Dr Creasan Reddy, had a vision for Pukekohe's first private hospital to become "the most advanced little hospital in the country".

Having worked in the Pukekohe area for many years, he could see a strong and growing need to bring specialist services closer to the community. Patients were having to travel to Auckland City multiple times for appointments and treatment and, as congestion increased, patients' access to medical care was negatively impacted.

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> **Myen Naidu**
> **Franklin Hospital's Operations Manager**

Reddy embarked on the creation of Franklin Hospital in 2017, which opened officially in August 2021. Identifying technology as the tool to provide a world-class service, Reddy knew he would need a best-in-class solution to lay the digital foundations for his vision.

BUILDING A SOLUTION FROM SCRATCH

Myen Naidu, Operations Manager, was of the same mindset. In selecting a provider for the job he was very clear on what was needed. While the hospital's needs were complex, the solution must be simple to use, secure and reliable.

"There were a number of factors for choosing Spark Health for the job," says Naidu. "I had worked with Spark Health previously, through Tamaki Health, and I was confident that they understood the healthcare environment. The healthcare knowledge within the team is hugely valuable and this is reflected in the solutions they provided us."

Starting from scratch, the hospital was built with technology in mind from the ground up. Spark Health was engaged early in the planning process and had input into the architectural designs of the hospital.

In addition to managing the connectivity and software requirements for the hospital, Spark Health also coordinated hardware procurement including switches, wireless devices, desktops and devices.

Once built, the hospital required fully managed systems to support world-leading digital theatres, data driven decision making by the management team and the detailed billing requirements of a private hospital. They also wanted technology to enhance every step of the patient journey providing every patient with an optimal experience.

Through a consultation process with Spark Health, a range of solutions were proposed and discussed to meet the current and future needs of the hospital. These included a fully managed diverse WAN network and internet, secure connectivity, managed cloud services and cyber security.

Naidu says while they had some very specific requirements in mind, Spark Health were also able to suggest solutions they weren't aware of.

"We wanted a secure connection that would comply with the Ministry of Health requirements so we could run a patient management system. We had confidence that Spark Health were experts in the healthcare field and we trusted their knowledge to deliver a solution that was bespoke to our needs" explains Naidu. Spark Health provided a cloud based software as an antivirus/malware device protection service, ensuring Franklin Hospital's systems are protected with the gold-standard of cyber security.

Spark Health were instrumental in ensuring Franklin Hospital met their timeframes and were able to open on their planned date. At the time, Covid-19 was creating havoc impacting supply chain and construction schedules. Spark Health National Connectivity Lead, Bros Buckley, worked tirelessly onsite along with her team, meeting with suppliers and contractors throughout the process to ensure nothing was missed and to enable a smooth opening on 2 August 2021.

The partnership approach, and expertise brought to the project by Spark Health has resulted in even better outcomes than the client anticipated. On-going support from Spark Health has allowed the hospital to continue to build on their technology solutions.

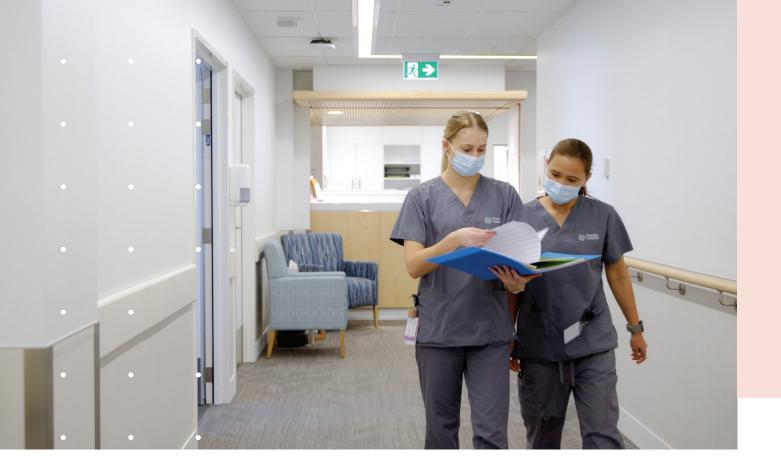## OPTIMISING STAFF AND PATIENT EXPERIENCES

Melanie Skelton is Franklin's hospital's Managing Director. Her nursing background comes through strongly in the way she runs the hospital and advocates for her staff. If the need arises, she is more than happy to scrub up and support a case, or lend a hand in the sterilising department, always prioritising the patient's experience. She also sees technology playing a starring role in ensuring patients' experience is thought of at every step of the journey.

Working closely with the Spark Health team, Skelton was clear on what she needed to optimise the running of the hospital and to achieve these objectives. The system, including an EMR solution, has provided her with a complete ecosystem delivering clinical and operational insights and improving the collaboration across the hospital.

"Our staff can see where an individual patient is on the system at any point in time. They can see how long they waited in admissions, how long they were in surgery or recovery and so on. This transparency has so many advantages, both for individual patients and our ability to optimise our processes. With the click of a button I can see a patient's average length of stay, or the speed we turn around a theatre. This type of data is an invaluable tool allowing us to drill down and optimise both patient management and clinical practices."

Skelton also uses the collection of data to optimise the utilisation of staff and facilities. "The use of data provides a more fulfilling job experience for our staff, as we can structure their workloads effectively. Having the right staff to patient ratio is key for our efficiency as well as job satisfaction. No one wants to stand around, nor do we want our staff to be given more work than they can do well."

Skelton believes if she gets it right for her staff, she also gets it right for her patients. Through the optimisation of occupancy, surgical schedules and optimised staffing, the hospital can provide a more efficient service, ultimately reducing the cost of care.

Working in a digitally enabled hospital allows Skelton to produce meaningful reports with the click of a button. It significantly reduces time reporting to the board, as well as planning. In addition, staff can see accurate stock levels allowing forecasting and ordering to happen in advance of procedures, ensuring everyone has the stock they need, when they need it.

From a patient experience point of view, the supporting technology infrastructure provided by Spark Health allows patients to chromecast from their bed, to choose from a large number of entertainment options, to receive remote consultations during their stay, or in the near future, to complete their admission procedure or select their meals before even arriving at the hospital.

"The quality of the connection we have in the hospital directly translates to the reliability of the systems we run" explains Skelton. "We've not had one outage since we started. I never think about the reliability of the system because it's never been an issue. I have full confidence that it will do what I need when I need it."

While many of the solutions for Franklin Hospital were sourced from the wider Spark Group and beyond, Spark Health provided one point of contact for the hospital. Skelton explains the benefits of having a relationship with one representative.

"As someone who has limited knowledge of technology, it was great having someone who could put it in layman's terms. Once I could conceptualise how technology could support us, I could ask the right questions and really think about how technology could help us innovate our practices." She adds "Knowing Spark Health could liaise with other providers such as our patient management system took a great weight off my mind."

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Skelton is also excited about the future of digital health, and the potential role technology can play in hospitals. "There have been huge advancements in technology which are improving the care and the experience of patients, as well as the experience of the healthcare professionals looking after those patients. I can see a nurse's role in the future being to ensure technology supports patients to get the care they need. Getting the underlying digital infrastructure right is so important for delivering exceptional care today but equally important to set us up for the future too."

SPARK HEALTH HAS PROVIDED THE PLATFORM FOR AN INNOVATIVE MINDSET

One of the driving factors for the development of Franklin Hospital was a need to bring specialist medical care closer to the community. The Franklin location serves the community well, but creates a challenge for attracting specialists to work at the hospital. The hospital found surgeons were happy to consult from the specialist rooms but were hesitant to use the surgical facilities, due to the need to return the following morning for post-operative discharge consultations. Dr Creasan Reddy explains how a digitally enabled hospital enables them to provide an innovative solution. "With the ability to provide a fast, secure and reliable connection,

Franklin Hospital was able to offer remote discharge consultations. These online patient meetings allow surgeons to complete the discharge procedure from Auckland, reducing their need for travel. The experience for the patient is not compromised and the use of technology enables more services to be offered to the Pukekohe community."

Franklin Hospital believes they are the first in the country to offer a remote discharge consultation option. This is one of many digitally enabled solutions they have in action, or are looking to integrate into their practices in the near future. As and when the Franklin Hospital team have ideas they wish to investigate, they are able to access the knowledge and resources within the Spark Group to discuss potential new solutions.

INTEGRATING PATIENT OUTCOMES IN KEY PERFORMANCE INDICATORS

In addition to building technology measures into their key performance indicators, Spark Health also includes patient outcomes as a key measure of success. Technology assists the hospital to measure and improve appointment and surgical wait times resulting in improvements to population health. The cost of care is also reduced as occupancy and surgical procedures are optimised.

Health Outcomes

- Increased surgical capacity for the community resulting in greater access and reduced wait times
- Optimisation of staff and hospital resources contributing to reduced cost of care
- Enhanced patient care as patient journey is optimised
- Improved provider satisfaction with technology reducing administrative burden and enabling increased clinical time

Patient care is improved as systems support every step of their patient journey, and provide the information that allows the hospital to continuously refine their procedures. The experience of staff and providers is also improved by reducing administrative burdens, reducing travel time through remote consultations and meetings, and optimising providers time through efficient scheduling and resource allocation.

The partnership approach continues, with Franklin Hospital well underway with expansion plans. Spark Health continues to provide support for the current needs of the hospital whilst also playing an integral part in the design and planning for the next phase of the "most advanced not-so-little hospital in the country".

DELIVERABLES

- Fully Managed Diverse WAN Network, Internet and managed firewalls
- Secure Connectivity to Connected Health Network and Intersystems Trakcare EMR SaaS
- Managed Wireless LAN and Wifi
- Managed Service Desk
- Microsoft Azure Tenancy with Managed Cloud Services
- Microsoft Office 365 data protection
- Microsoft Intune Endpoint Management
- Next-Generation Cloud based Antivirus/Malware endpoint protection
- Email Management Antivirus/Malware
- Licensing with ongoing management
- Hardware fulfilment including ongoing management for Switches, Wireless Devices, Desktops and Devices etc.
- Meeting room services including telehealth solution
- Cloud Based Phone System powered by Digital Island

ABOUT SPARK HEALTH

We are the largest New Zealand-based provider of digital health services by providing cloud computing solutions, software products, platforms and technology professional services for care providers in the hospital, health service, pharmacy, Māori and Pacifica health, life sciences, and aged and disability care sectors.

We help connect health information, clinicians and consumers across the country. Our goal is to enable a digital health ecosystem to provide the best healthcare technology and systems to improve lives while enabling healthcare providers to integrate and personalise care.

The Spark Health whānau are a small but perfectly formed group of digital and health experts ready to find the right solutions to deliver meaningful results. We are committed to providing digital health solutions that shape a connected future for healthcare in New Zealand.

With our experienced cloud partner Leaven, a strong relationship with the primary public cloud vendors and our dedicated Spark Health whānau we can fast track or help you make sense of the planning process required to accelerate your digital transformation on the public cloud.

We can also help you assess and provide analysis of your environment (e.g. servers and applications) and provide the visibility and direction for your organisation to streamline the decision-making process to identify the 'first movers' and to lay the foundations of a cloud transformation initiative.

LEARN MORE

Call Spark Health on 0800 222 488
or email hello@sparkhealth.nz

www.sparkhealth.nz