Success Story: NetClock®
Chelsea Community Hospital
Member of Saint Joseph Mercy Health System

User Profile
Chelsea Community Hospital (CCH) is a not-for-profit hospital established in 1970. Located in Chelsea, Michigan, CCH is part of the Saint Joseph Mercy Health System. CCH is nationally recognized for both quality of care and patient satisfaction by national ranking organization Press Ganey, and has been fully accredited by the Joint Commission since 1972. CCH attracts more than 300 physicians in almost all disciplines, with leading edge technology, including the largest and strongest MRI in Michigan. Employing 1050 full and part-time staff.

As a not-for-profit hospital, Chelsea Community Hospital reinvests its profits back into the community through programs to serve the poor and uninsured, manage chronic conditions like diabetes, health education and promotion initiatives, and outreach for the elderly.
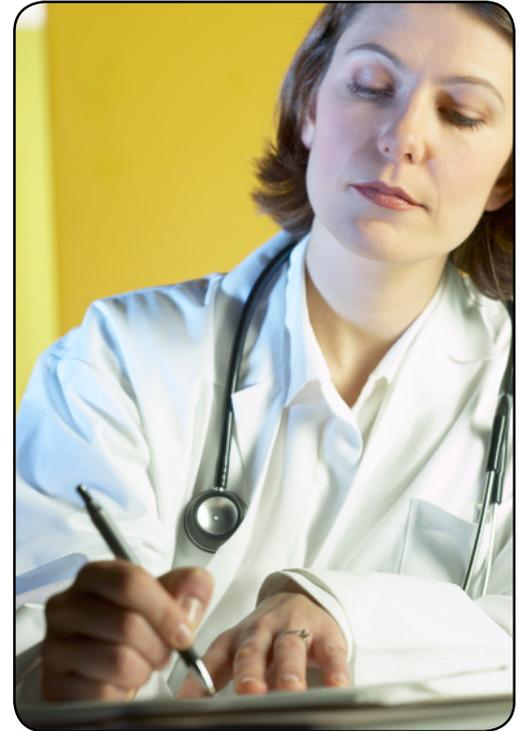
Business Situation & Challenge
The employee's of Chelsea Community Hospital recognized a need to standardize time. The main purpose was to provide a synchronized time for the manual documentation process, and to standardize time for coordinating meeting and events. The staff recognized four main sources of time: desktops, phones, organization clocks and personal clocks, which often varied in time.

The problem with the existing organizational clocks was that they would require cabling to be pulled through the remaining two-thirds of the hospital at a substantive cost. CCH needed to identify and purchase a viable system at an affordable cost. The new system needed to provide a single time source within the organization, eliminating the existing clock system and personal clocks.

Solution
Chelsea Community Hospital chose Spectracom to help coordinate a single time source for the replacement clock system, phones, and desktops. Spectracom's solution was the NetClock® Wireless Mesh Network timing system encompassing two wireless transmitters and 200 analog display clocks (12 and 16 inches).

These wireless clocks are synchronized to national and international time standards using a reliable, secure and manageable time server as the system's master clock. Official time from the NetClock time server is broadcast to the clocks by a wireless transmitter. Wireless clocks both receive and transmit the time resulting in a robust and accurate mesh network. Adjustment for DST is automatic and fully configurable.

Results and Benefits
The Spectracom NetClock has given Chelsea Community Hospital the ability to coordinate time within the facility with an end result that benefits both patients and staff alike. Patients and staff are able to communicate a time that is the same for each of them.

Both electronic and manual documentation are using the same synchronized time. Staff has found that they are able to coordinate and attend meetings in a more efficient manner. The battery powered display clocks provided a more cost efficient option than to pull cabling throughout the organization to expand the existing clock system.

Spectracom was able to provide CCH with exactly what it needed—a practical solution at an affordable cost.

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