

TANDBERG CUSTOMER PROFILE

Capital Health



CAPITAL HEALTH USES TANDBERG FOR:

- *Virtual doctor-patient consultations within Alberta and around the world*
- *Long-distance conferences between doctors for diagnostic and surgical consultations*
- *Educational training sessions & presentations to share expertise and knowledge*
- *Administrative meetings to reduce travel times and expenses*

TANDBERG HELPS CAPITAL HEALTH BRING TOGETHER DOCTORS, PATIENTS AND RESOURCES – ACROSS ALBERTA & BEYOND

Tasked with supporting health services to an area the size of Western Europe, Capital Health found an answer to their challenges in a TANDBERG visual communication solution – connecting health professionals with the people who need their services across Alberta, and even around the world.

THE CHALLENGE

Over the past 12 years, Capital Health has grown to serve the largest referral area in Alberta. The organization provides comprehensive health services to one million residents and specialized services such as trauma and burn treatment, organ transplants and high-risk obstetrics to 1.6 million people across central and northern Alberta.

"Capital Health is the major tertiary health service center for central & northern Alberta," says Dan Huffman, Regional Director, Patient Transport, Simulation and Telehealth. "That's a lot of ground for a health region to cover to provide proper health care, even without the added transportation challenges that come with the Canadian geography and climate."

A few years ago, an anonymous donor provided \$14 million to explore how videoconferencing could help provide better care for the people of Alberta, with the provincial government committing another \$7 million. Capital Health jumped at this opportunity to use state-of-the-art technology to help serve their patients better through new models of delivery and care.

Traditionally, videoconferencing in Alberta was used to provide administrative support meetings for management and education rounds. "What Capital Health really wanted was to use this technology to give patients the care they needed, no matter where they were. We also wanted to reach beyond our patient base to support doctors and patients in our referring regions, or even hundreds or thousands of kilometers away," said Donna Towers, Vice-President and Chief Liaison Officer of Capital Health and Executive Lead for Telehealth.

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"Quality was important to us from the beginning, and TANDBERG has always been at the leading edge when it comes to the technology and user experience."

**DAN HUFFMAN, REGIONAL DIRECTOR, PATIENT
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"That was the key to Capital Health's focus for telehealth: we wanted to build a system that could reach across Alberta and around the world to give access to our resources."

THE SOLUTION

Capital Health chose TANDBERG for a number of reasons, and flexibility was at the top of the list. "Each health region or provider is going to need something different from the technology," Huffman explains. "TANDBERG's solutions are flexible enough to accommodate whatever our users need the equipment to do."

"TANDBERG has always been at the leading edge when it comes to quality, and as we move into high definition videoconferencing, clearer pictures and shorter time lags make it easier for doctors to support clinical diagnoses and consult with patients," said Huffman.

Blayne Iskiw, Director, Regional Telehealth, agrees. "TANDBERG's quality extends to their excellent technical support. No matter who we're trying to talk to, where they are in the world, or what endpoint solution they're using, we know TANDBERG's customer service people are available if we need their assistance."

The ability to provide a complete end-to-end solution was a deciding factor. "Not only do we own the end points," Iskiw says, "we also purchased the bridge itself, which is completely integrated with the TANDBERG Management System (TMS).

Currently, Capital Health is running about 80 end points within the region, and by end of this fiscal year it expects that number to be over 100. "The TMS allows us to manage that many endpoints with a reasonable number of technical support staff," said Iskiw.

Another key element in the decision process was the variety of different solutions offered by TANDBERG, he added.

"With the range of visual communication products TANDBERG offers, we can choose the most cost-effective solution for each application. We can choose the higher-resolution system with the plasma screen for a virtual conference experience. Or, we could select a smaller desktop unit for individual physicians, so they can work on their charts and still have the patient right there in front of them – just like they were sitting in the office."

THE RESULTS

Allen Black, TANDBERG Account Manager for Capital Health, said "The solution is a win for everyone: the doctors love it because they don't have to travel and the patients love it because they don't have to spend a day of their life driving back and forth to Edmonton."

In addition to the time and travel benefits, the TANDBERG solution has turned Capital Health into a worldwide health resource. There are monthly videoconferences with doctors in Pakistan for epilepsy consults; quarterly meetings with physicians in Uganda for educational events, and individual presentations to doctors all over the world, including Bucharest, Romania.

As for the future, the TANDBERG telehealth solution for Capital Health has opened up a wide range of opportunities to explore. "We'd like to expand our clinical programs to include remote surgeon telementoring for minimally invasive surgery and telepathology. Telehealth is also being used to support televisitation, which brings distant families together with hospitalized patients," Iskiw says.

"TANDBERG has really helped Capital Health's telehealth program extend far beyond its intended reach," says Huffman. "Where we go next is limited only by our imagination. Ten years from now, will Capital Health be providing health services for the mission to Mars? We'd love to be part of that – and if we are, TANDBERG will help us make it happen."