

The Meander Medical Center

Maintaining exceptional healthcare with limited staff



Name

The Meander Medical Center

Industries

Healthcare

Location

Amersfoort, Netherlands

Products

Security Center, Omnicast

Partners

Axis Communications



The Meander Medical Center upgrades video operations to gain support through the global health crisis using Genetec Omnicast

The Meander Medical Center is the main hospital for the residents of Amersfoort in the Netherlands. The hospital also welcomes patients from all over the country for specialist treatments. In recent years, the Meander Medical Center began facing staff shortages and increased healthcare demands. These challenges worsened during the COVID-19 pandemic, which put additional pressure on already strained resources. Throughout the global health crisis, many people became seriously ill which created a surge in patient care. Like many other hospitals, Meander Medical Center needed to adapt and plan for the unknown.

Keeping up with unprecedented healthcare demands

As the pandemic unfolded, the hospital converted operating rooms into Intensive Care Units (ICUs) to meet the increased demand. While this made room for additional beds, it also generated more work for staff.

ICU patients had to be constantly monitored and staff were required to wear protective clothing and equipment. Over time, staff became burnt out, and the hospital was under immense pressure to maintain quality of care. To ease the stress and load

on workers, the hospital began to look for ways to monitor patients in the ICU more efficiently.

Hanneke Lopers, ICU Team Manager at Meander Medical Center, summed up the challenges: “The increase in the number of ICU beds caused a lot of extra work. Our staff’s workload was also very demanding due to the care that the COVID-19 patients needed. We wanted to find a way to make observing these patients less labour-intensive. That’s when the idea came up to install surveillance cameras in the ICU rooms to observe patients and associated medical equipment.”

Enhancing patient care using Genetec Omnicast

After exploring various video management solutions, the IT department decided it was time to contact a Genetec-certified integrator.

According to Joost van der Kuijp, Project Manager I&A at Meander Medical Center, “Despite the crisis impacting individuals and businesses, we quickly received a quote for Genetec™ Omnicast™, the video surveillance system of Security Center, along with Axis Communications IP video cameras.

After accepting the quote, the Omnicast software was implemented within 24 hours with 8 Axis cameras total and one camera per bed. We truly appreciate how quickly everyone involved helped us in this exceptional situation. We were all on the same page.”

“It was great that the software and cameras were up and running so fast. The benefits were immediately visible after implementation. Using cameras to remotely observe the COVID patients in the ICU allowed us to reduce workload and help many more patients. It provided peace of mind that we could observe the patients from a distance and respond as quickly as possible when help was needed,” added Lopers.

Choosing the AXIS Q3515 IP video cameras offered the team support for zoom-in functionalities. Using the Omnicast software, the staff could observe the patients effectively and get a closer look at patients if needed. They could also view video of the ICU corridor during any emergencies. The intuitive platform made life easier for many staff members and helped enhance patient care during a difficult period.

“Our team quickly became very comfortable using the video management solution because Omnicast is very user-friendly and operates intuitively. Everyone involved could work with it and little to no instructions were needed. In addition, the Genetec software is robust, which gave us extra reliability and assurance. That was very important in a crisis like this,” concluded van der Kuijp



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