

## Networked Health

Cisco prescribes IT-enabled healthcare for better productivity.

When Cisco began to lay the groundwork for its next-generation healthcare center in early 2008, the company's leaders knew it was the right fit for Cisco. The facility, called LifeConnections Health Center, showcases the convergence of forward-looking technology and healthcare and improves quality and flexibility of care for employees.

Unique to Cisco in the new healthcare model is the IT infrastructure that ties all the services together. "Cisco employees and their dependents are quite receptive to the use of technology for everything in their lives," says Sharon Gibson, healthcare practice director for the Cisco Internet Business Solutions Group. But until recently, healthcare was among the few aspects of employee life that was not technology enabled. In fact, Gibson observes, such was the case for healthcare in general, and Cisco saw the gap as an ideal invitation and opportunity for Cisco IT.

As in other businesses, mobility is advantageous for healthcare professionals. Cisco IT addressed this need with extensive use of unified communications throughout the center. New Cisco 7925 wireless or mobile IP phones are critical to support mobility for LifeConnections medical staff. The IP phones provide the most current Cisco mobility features, including Single-Number Reach. They feature a hermetically sealed, "hardened" design for use in healthcare environments to ensure that they can be disinfected and remain fully operational. Equipped with wireless IP phones, medical staff can move around the entire Cisco campus and be reached at any time.

Cisco TelePresence™ also provides an important function in the LifeConnections facility, extending the coaching services' reach to locations across the United States. Cisco employees who are not based in San Jose can use a TelePresence session to connect with coaches located at the health center. Likewise, LifeConnections staff can use TelePresence to confer with their remotely located colleagues to improve the quality of care for Cisco employees. In keeping with the Cisco on Cisco vision, Cisco LifeConnections Health Center will serve as a showcase and briefing center for customers who are interested in or planning to implement IT-enabled corporate health centers.

To learn more about the technologies behind the healthcare center, see the full [Cisco IT Highlights story](#). For a tour of the LifeConnections Health Center, visit <http://www.cisco.com/web/lhc/index.html>.



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