



Healthcare Provider Streamlines its Operation Through Automation

The Social Services Association in Lebanon uses Cisco networking solutions to improve patient care and staff productivity

Customer Name: **Social Services Association**
Industry: **Healthcare**
Location: **Tripoli, Lebanon**
Company Size: **150 staff and 330 elderly and handicapped residents**

Case Study



Business Impact

Benefits delivered by the Cisco solution include:

- **Better decision-making for managers and clinical staff**
- **Enhanced patient care and satisfaction**
- **Lower operational costs due to improved staff efficiency and productivity**
- **Increased responsiveness and efficiency of caregivers**
- **Improved communication and collaboration with co-workers, partners and customers**

Business Challenge

The Social Services Association (SSA) in Tripoli, Lebanon is the leading provider of specialized care for the elderly and disabled in northern Lebanon. As a non-profit organization, it needed to be able to serve more customers without reducing the quality of care or losing control of costs.

One of the Association's top priorities was to automate its processes to become more efficient, have better visibility over the business, and improve patient care and safety. By becoming more efficient, SSA would be able to get more out of its budgets and free up staff to spend more time looking after patients.

SSA also wanted to improve information flow between its six different departments, which include a physiotherapy and rehabilitation center, a psychiatric ward, outpatient clinics, and care facilities for the elderly and disabled. Managers needed a clear view of the whole business to improve their decision-making. Clinical staff needed secure access to patients' records anywhere on the campus to help them deliver care more effectively.

Solution and Results

The Social Services Association connected the various campus buildings with a state-of-the-art Cisco technology platform and implemented a Cisco Unified Communications solution to support the staff, patients, and residents.

"We evaluated Cisco's offer against other companies, and it was the most robust, scalable, secure, and manageable solution that we could find, offering a clear vision that supports the Association in its future expansion plans," says Mr Sudad Raad, chairman of SSA.

The network provides IP surveillance that offers patients a higher level of safety and security, and wireless access that gives the staff greater mobility. Connecting the whole organization has enabled SSA to automate processes such as patient administration. Mr Sudad Raad explains: "This flexibility will improve clinical productivity by reducing the number of interruptions, enhance patient satisfaction, and increase the number of patients the hospital can treat."

The current infrastructure will also support the future deployment of a Hospital Management Information System and the integration of additional wards and buildings.

"We are transforming SSA into a 21st-century organization. Our Cisco network was a central part of our technology transformation plan and it is now generating important benefits that will have a positive impact on the Social Services Association."

Mr Sudad Raad

Chairman, Social Services Association

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