



About organization

Seniorenheim am Saaleufer (SaS) GmbH is a German-based assisted living facility offering elderly people medical services, counselling, and accommodations. Currently, SaS operates five nursing homes in different parts of Bavaria and provides both inpatient and ambulatory care. Its staff numbers more than 250 nurses, physicians, and psychotherapists who help seniors cope with age-related impairments. Unflinching commitment to the quality of care helped SaS become a provider of choice for patients from all over Germany.



Challenge

According to the [study](#) published by University of California, about 30% of all medical errors are the direct result of miscommunication between healthcare workers. To provide patients with proper care, they should act as a close-knit team of professionals whose expertise, knowledge, and scope of practice are used to create a favourable environment for patients' physical and emotional well-being.

SaS healthcare workers required real-life collaboration tools that would allow them to coordinate their efforts and select the best form of treatment. Besides, an effective video conferencing solution is a must not only for medical workers but also for other employees who require internal communications tools.

This is why the management of SaS chose to implement a video conferencing system that could help healthcare providers reduce the risk of medical errors and become more responsive to patients' needs. The system had to be an on-premises solution to ensure the security of patients' confidential information and prevent it from being accessed by any unauthorized parties.

Country:
Germany

Field:
Healthcare

Implementation:
2019

Website:
<https://seniorenheim-saaleufer.de/>

Solution

TrueConf Server was chosen as the meeting software that could best address the needs of different stakeholders. The new system was quickly and securely deployed on customer's premises: SaS IT engineers spent no more than 15 minutes to deploy the server and configure the software. All communications stay private within the organization while the use of strong encryption protocols made data breach completely impossible.

TrueConf client applications for Windows, Android and iOS allowed paramedics to contact other physicians ad hoc to determine the medications that had to be prescribed. Such opportunities were critical at the time when patients suffered from severe illnesses.

With TrueConf Server, SaS records video calls and conferences and keeps them on the server, thus making patient handover much easier. Every new nurse or physician, who was assigned to a particular patient, could keep a close watch on the patient's health records.

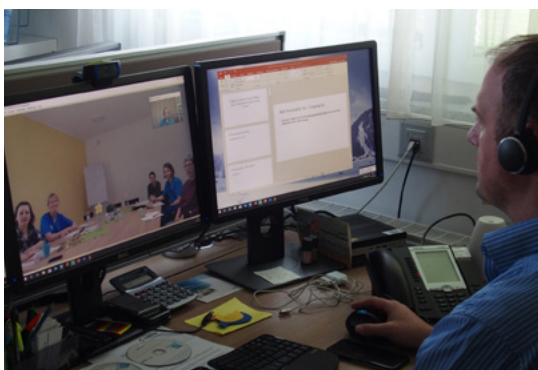
Medical workers could also capture video from various equipment and use screen sharing to view DICOM files such as X-ray photographs or MRI images to establish more accurate diagnoses. Other SaS employees used TrueConf Server for internal collaboration within organization.



“TrueConf gave us both speed and cost-efficiency, and, which is more important, it helped us bring patient care to a new level that has already become a gold standard.”

— Burkhard Schlereth, System Administrator

Results



TrueConf meeting solution connected five nursing homes and allowed 250 employees to collaborate with each other. TrueConf Server has helped SaS improve the quality of patient care by increasing both speed and efficiency of communications. This solution reduced the risk of medical errors almost to a minimum as it enabled healthcare providers to communicate with each other without any barriers.

SaS was also able to cut the costs of business travel by making internal communication more effective. The success of this project persuaded the management of SaS to implement video conferencing solutions on even larger scale.