

A Customer Success Story

LifeSize® Results

LifeSize Solutions Help Vivantes' Medical Specialists Collaborate to Treat Cancer Patients More Efficiently



Vivantes Netzwerk für Gesundheit GmbH, Berlin, Germany

Organization

Vivantes Netzwerk für Gesundheit GmbH is the largest municipal hospital network in Germany. Nearly a third of hospital patients in Berlin are treated in the company's nine clinics throughout the city. Vivantes' other establishments include 13 nursing homes, two retirement homes, an outpatient rehabilitation service, medical care centers and outpatient nursing, as well as subsidiary companies for catering, cleaning and laundry.

Challenge



In order to achieve optimum results with cancer patients' treatment, various medical specialists must work in close coordination with each other. The Vivantes tumor center is tasked with coordinating this cooperation, so the managers were looking for a suitable video communication solution.

Solution



Vivantes decided to implement LifeSize video systems at each location. They chose the endpoint solutions of the LifeSize® 220™ series, and virtualized applications such as LifeSize® UVC Multipoint™ for communication with several parties at the same time. In addition, Vivantes chose LifeSize® UVC Access™ as a gatekeeper solution, and LifeSize® UVC Manager™ to efficiently manage, plan and update the video conferencing infrastructure and endpoints.

Results



Vivantes is very happy with the choice of LifeSize video conferencing technology, and uses its dual stream technology to present information to a number of doctors on large, HD screens.

Challenge



The Vivantes clinics' key focus is the treatment of cancer patients. These particular patients are treated by an interdisciplinary group of specialists who need to work together closely in order to achieve optimum results. For example, Vivantes works closely with the German Tumor Centers Work Group, the German Cancer Society and German Cancer Aid to provide high-quality treatment for tumor sufferers close to their homes.

At conferences that focus on tumor treatment, representatives of different medical disciplines have the chance to voice their opinions and provide valuable insights for the future treatment options. Along with representatives from oncology and hematology, a radiologist generally takes part as an expert for diagnosis and radiotherapy. In many cases, a pathologist can also provide more detailed information on the specific type of tumor. Finally in the case of operable tumors, a surgeon is generally also present to coordinate with an internal medicine specialist.

Though tumor conferences have taken place in Vivantes hospitals for quite some time, the healthcare organization realized it needed to improve its collaboration processes, as meeting in person was too time-consuming. Therefore, Vivantes hospitals decided to invest in innovative video technology.

“LifeSize impressed us most in terms of price/performance ratio, high image quality and ease of use.” - Gunther Nolte, Head of IT. “We have been able to increase the operating efficiency of the clinic considerably and improve the quality of treatment.”

Solution



Vivantes' IT team chose LifeSize video conferencing technology and implemented at least one HD video system in the conference room at each location. "LifeSize impressed us most in terms of price/performance ratio, high image quality and ease of use," explained Gunther Nolte, head of the IT department at Vivantes. The healthcare company decided on the endpoint solutions from the LifeSize 220 series, and virtualized applications such as LifeSize UVC ClearSea for mobile video communication and LifeSize UVC Multipoint for communication with several parties at the same time. In addition, Vivantes chose LifeSize UVC Access as a gatekeeper solution and LifeSize UVC Manager to efficiently manage, plan and update the video conferencing infrastructure and endpoints.



Results



With new digital X-ray technology, a patient's medical information can be presented to a group of doctors in crystal-clear HD quality on large screens using projectors or two 65-inch LCD monitors. Working with two monitors allows for optimal viewing at these conferences. For example, an X-ray image, the OP report or a pathology cross-section taken with a camera appears on one screen, and the other conference participants can be seen on the second large monitor.

When it came to choosing the right screens, the hospital opted for high-quality televisions. "We had to optimize a few of the settings and carry out different tests," said Nolte. This was to prevent the image from being compressed in the display due to an incorrect setting for the image format, such as 4:3 instead of 16:9.

Using the LifeSize video solution, the chairperson of the respective conference can access a patient's full medical documentation. It is controlled by a normal IT workstation which has access to the clinical systems. In particular, these include the digital patient files in Vivantes' hospital information system.

For the most part, the system was installed without problems. "We had to experiment a bit with the acoustics in the rooms," said Nolte. "Once you have gotten the hang of it, it's easy to optimize."

The way conversation is conducted also needed to be modified in a video conference. "Only one participant can speak at a time, but users got used to this in a few



minutes," Nolte explained. The implementation of the LifeSize solution also involved changes to the seating in the conference rooms. These used to have a lecture theatre layout, but now participants sit in a semicircle or U-shape with the microphone in the center. This is good for the audio quality and provides a more comfortable atmosphere for discussion.

Impressed by the benefits of video technology, the clinic is planning to extend the existing equipment significantly, and integrate standard IT workstations directly into conferences using the flexible solution, LifeSize UVC ClearSea.

Vivantes is very happy with the choice of LifeSize video conferencing technology. "We have been able to increase the operating efficiency of the clinic considerably and also improve the quality of treatment," said Nolte.



Headquarters
Austin, Texas, USA
+1 512 347 9300
Toll Free US +1 877 543 3749

EMEA Headquarters
Munich, Germany
+49 89 20 70 76 0
Toll Free Europe +00 8000 999 09 799

www.lifesize.com
E-mail info@lifesize.com

APAC Regional Office
Singapore
+65 6303 8370



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