

Technology upgrade for high quality service

A HammondCare case study

HammondCare successfully upgraded their IT infrastructure across all their sites in Australia. Photography by Paul Henderson-Kelly, Henderson-Kelly Photography.

The impact of COVID-19 was particularly challenging for aged care providers, and incredibly isolating for residents and patients across the country. Having faced these challenges, and understanding the importance of connection for their residents, patients, doctors, and carers, HammondCare set themselves the goal of repositioning themselves in the digital environment.

With this in mind, HammondCare engaged RN Projects (part of the Reivernet Group of Companies) to assist with upgrading their network infrastructure at their 12 residential care homes and villages, four hospitals, and several offices across Australia. The scope included structured cabling, switching and wireless.

Key objectives of the project were to establish a secure, reliable and trusted network, and to improve the user experience of the wireless network – because residents, staff and visitors, in all areas of the properties, needed access to a reliable wireless network for all their Internet uses, including video calls and high quality streaming, as well as sensitive operational systems.

The broad scope of work conducted by RN Projects included surveys of the existing networks; designing new solutions; assisting with value engineering; supplying the required equipment; planning and executing the deployments; and completing extensive testing and documentation, in order to ensure the objectives set by HammondCare were met.

A major challenge during this project was COVID-19. Restrictions and lockdowns meant the engineering team were wearing full PPE around patients. They had to plan remotely and divide the project up into different phases at each property so if an outbreak occurred and the site had

to lock down, the RN Projects team could leave the site with a working network in place. Global supply chain delays for technology products also created challenges with planning and deployments.

The pandemic meant the RN Projects had to be flexible and demonstrate great sensitivity on site, as well as coordinate an extremely tight operation, to ensure that staff and residents experienced little to no disruption.

Commenting on the performance of the RN Projects team, HammondCare CIO John Sutherland said the project has helped the organisation deliver high quality care.

“The solution that we have today, that we’re enjoying across our many residential aged care homes and our hospitals, is second to none, and so it’s a great privilege to be able to bring such a high quality and reliable and secure service to those that we care for,” he said.

“Whenever we had issues that required escalation, the escalations were openly received, the management team, the owners of the business and the guys on the ground doing the hard work responded, put in the extra hours, adjusted their schedule, and achieved a great result.”

Christoffer Svalstedt, Global Director of RN Projects, places great value on taking a collaborative approach to their work, saying, “The success of these projects is largely due to a combination of our agile and knowledgeable team on site, and the supportive and flexible team at HammondCare.

“The teams at HammondCare and RN Projects worked together cohesively, it felt more like a partnership, and it’s this kind of relationship that achieves the best results.”

**Jacqui Bundy, Group Marketing Manager,
Reivernet Group of Companies
www.rnprojects.com.au**