

TO: Mr. J. McClenaghan
Mr. S. Vary

FROM: Henry Olders, M.D.

SUBJECT: New Telephone System for Douglas Hospital

DATE: 16 Dec 1985

With regard to the new telephone system, I would like to make a number of recommendations, based on the conversations I have had with Ms. Nathaniel, our consultant Mr. P. Gratton, representatives of the vendor and the manufacturer, and other physicians, and also on my review of the "societe TR" and "BCSI" proposals.

1. I recommend that we minimize the number of different types of telephones in the system, to reduce costs of training and maintenance. The "M-set" does not offer a sufficient advantage over the CTX set to warrant its use; similarly, the number of positions where the "M-groupset" could be used is quite small, and the executive feature phone might be more appropriate for these stations. I suggest, therefore, that we purchase only the CTX and the Executive feature phone. This will make the system easier to use and repair, and minimize the different types of "spares" to keep in inventory.

2. In my opinion, all nursing stations should have two separate telephones.

3. To accommodate computerization of clinical units, we should install the necessary wiring as part of this contract. This would entail an additional jack for a computer in each:

- nursing station
- treatment room
- medication room
- staff lounge
- medical secretary's office
- physician's office

The type of wiring used for these computer jacks can be the same as for telephones. However, it would be a good idea to have the vendor warrant that his installation corresponds to the standard which IBM published for its token-ring local area network.

4. The type of telephone at each station should correspond to the planned usage. For example, if we intend to make use of a centralized dictating system, then those individuals who would use it (eg physicians and administrators) should be provided with executive feature phones which can be programmed to require only a single keystroke for the various dictating functions. A similar argument applies to the use of a voice messaging system.

5. As part of the contract with Societe TR, it might be a good idea to include a provision to have them act as a "turn-key" vendor (possibly on a cost-plus basis) for any system additions which we might wish to purchase in the near future (for example within one year), such as a centralized dictating system, a voice messaging system, the management information system, or the interface to the radio paging system. These add-ons therefore should be made the subject of inquiry right away, perhaps by an ad hoc committee which could include representatives from potential users (ie medical records, the Conseil des Medecins, etc).

PI would be happy to provide further clarification of the above points, or any other assistance.