When wireless matters most

Baylor Scott & White Health improves its wireless network performance and uptime with Cisco Prime™ Infrastructure.

"Better visibility to our Wi-Fi network helps us deliver great clinical care. We can be more proactive."

- Alex Moore, Senior Network Engineer, Baylor Scott & White Health

Wireless medical devices are becoming the norm in hospitals, making reliable Wi-Fi an absolute must.

Challenges

- Provide reliable Wi-Fi for staff, patients, and 18,000 client devices
- Proactively troubleshoot large wireless network
- Quickly remediate any connectivity issues

Baylor Scott & White Health is the largest not-for-profit healthcare system in Texas. The result of a merger between Baylor Health Care System and Scott & White Healthcare, it strives to provide patients with exceptional care.

In north Texas alone, the healthcare system operates more than 100 hospitals and clinics. Its wireless network must support 18,000 devices, including medical devices, such as infusion pumps and EKG carts.

"We need to support any consumer device patients might bring in," says Alex Moore, senior network engineer. "But above all, we need to make sure wireless medical devices can communicate, or quality of care could be at stake."

The healthcare system needed a way to provide support teams with full visibility of the wireless network and to rapidly troubleshoot the network and client endpoints. It also wanted to quickly integrate acquired hospitals and clinics into a standardized, centrally managed Wi-Fi infrastructure.

Case Study | Baylor Scott & White Health

Size: 30,000+ Employees   Location: Dallas, TX   Industry: Healthcare

A unified solution provides high performance wireless connectivity for 18,000 medical and user devices.

Solutions	• Deployed 46 Cisco® Wireless LAN Controllers and 5,000-plus access points • Managing Wi-Fi network centrally with Cisco Prime Infrastructure

Simplifying management

Engineers now have visibility into the entire Wi-Fi network. The precise wireless heat map of Cisco Prime Infrastructure indicates exactly where access points are located.

"We are recouping significant costs in person-hours required to maintain our wireless network," says Moore.

Resolving issues fast

Using Cisco Prime Infrastructure, the healthcare system can quickly resolve wireless medical device and device connectivity issues proactively. "We can resolve issues before they impact patient safety," says Moore.

Supporting new technologies

Installing new drug libraries on wireless infusion pumps is now four times faster.

"We completed the installation in 1 week versus 1 month with process improvements and knowing at a glance where pumps were located," says Richard Swim, team leader, Clinical Technology.

Inspiring confidence

Seeing the support team use Cisco Prime Infrastructure, staff have a greater sense of trust and confidence. "We've proven that we have the right tools to keep our huge wireless network running smoothly," says Moore.

Results	• Saves hours with proactive troubleshooting
	• Supports tracking and use of wireless networking and medical devices
	• Contributes to better patient care and communication

Smoothing postmerger integration

Baylor Scott & White now has consistent network and inventory management, enabling faster postmerger integration. "We can keep track of our refresh cycle and identify older hardware that needs to be replaced," says Moore.

Products & Services

Systems Management
• Cisco Prime Infrastructure

Wireless/Mobility
• Cisco Aironet®1240 AG Series, 1130 AG Series, 1140 Series, 3500 Series, 3600 Series, and 3700 Series access points, and Aironet 1250 Series Lightweight Access Points
• Cisco 4400 Series and 8500 Series Wireless LAN Controllers, and Cisco 5500 Series Wireless Controller

Routing and Switching
• Cisco Nexus® 7000, 5000, 2000 Series Switches
• Cisco Catalyst® 6500, 4500, 3850, 2900 Series Switches
• Cisco Catalyst 3500 XL Series Switches
• Cisco Catalyst 4948 Switch
• Cisco 2800 and 2900 Series Integrated Services Routers
• Cisco ASR 1002 Router

Services
• Cisco SMARTnet® Service