RELIABLE AND HIGH-PERFORMANCE
WI-FI POWERED BY ENTERPRISE-GRADE
TECHNOLOGY INDISPENSABLE FOR
QUALITY NURSING CARE

ITO Hospital located in Tokyo, a healthcare center specializing in treating thyroid disease, believes that quality IT services play an essential role in improving the standards and safety of the healthcare services that they provide.

In 2012, ITO Hospital began the process of upgrading their wireless network, which served as a critical support infrastructure for nursing care in their hospital wards. At the time, network users were faced with numerous issues: Connected devices were unable to seamlessly roam between different floors, there were places throughout the hospital where it was difficult to connect to the network, users experienced frequent network interference, and most importantly, security was a major concern for the IT administrators as well as hospital management.

In addition, the hospital also underwent digitization under the leadership of director Koichi Ito, president of ITO Hospital, who believed that IT was essential for improving the quality and safety of healthcare services. From electronic medical records and medical accounting, to clinical examinations and the management of radiology information management, several IT systems were introduced to help raise the quality and safety of healthcare while optimizing staff productivity, as well as reducing patient waiting time.

RELIABLE WI-FI IS INDISPENSABLE FOR SEAMLESS NURSING CARE

Tatsunori Fukuda, who heads the System Administration Office at ITO Hospital, notes that the need to upgrade ITO Hospital's Wi-Fi infrastructure started getting serious consideration when the nursing staff began facing issues with their hospital-issued personal digital assistants (PDAs) losing Wi-Fi connectivity when moving between different ward floors, which also made it necessary for nurses to have to re-login to the hospital patient management systems multiple times a day.

“PDAs are carried by nursing staff when attending to patients in their beds, as well as for other nursing-related tasks in wards. For example, the PDAs can read patients’ wristbands and the bar codes on medication, ensuring that the right medicines and dosages are given to the right patients,” explains Fukuda.

Besides issues with Wi-Fi roaming, it was also hard to connect to Wi-Fi in several hospital rooms. What’s more, IT administrators had serious concerns regarding security, as the original Wi-Fi network was secured by the outdated WEP encryption method.
Testing results showed that Ruckus’ solutions had the best performance, with a high-performance wireless network, especially with roaming connections between floors. Ruckus also proved its mettle by providing stable connections and high-speed throughput in a manner head and shoulders above the rest of the competitors trialed. As such, going with Ruckus was an easy choice.”

TATSUNORI FUKUDA
Head, System Administration Office, ITO Hospital