

HDTV and fiber network services help Hospice Buffalo make patients and their families feel more at home

Hospice Buffalo provides a homelike environment with HDTV quality service to support the well-being of patients, and can insert channels with the hospice's own video content. Reliable service ensures TVs, phones and the Internet remain available 24/7/365, with fast and reliable Internet enabling family members to work while taking time away to be with loved ones.

The Center for Hospice & Palliative Care (Hospice Buffalo) in Buffalo, NY is a community-based healthcare organization dedicated to the care and support of individuals facing a serious or end-of-life illness. With a passionate and diverse team of professionals, this hospice is dedicated to holistic care and doing everything possible to create a homelike environment for their patients and their families.

According to IT Technical Manager Joseph Gunnells, quality TV service is vital in achieving this goal. "People don't think a television could be that important," he explains, "but it really is... It comforts the patient. They can watch TV. That's important when there's

"I've been using Spectrum Enterprise for years [and] had nothing but good luck with them. And their uptime has been amazing. I don't think we've ever encountered any downtime with them. Reliability is always a key factor in that."

—Joseph Gunnells

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nowhere to go. When you're restricted to...bed, it's key that our service is up 100 percent of the time." So, as part of a major 2014 renovation, Gunnells gave special attention to finding the right solution to bring high-definition (HD) TV to the 46" flat screens in all 22 patient rooms plus common areas.

A better quality HDTV solution and choice in a smaller footprint

As Gunnells considered a set-top box solution, his Spectrum Enterprise account team offered a different "boxless" HDTV option, Fiber Connect TV. Gunnells appreciated how the Spectrum Enterprise team "guided us along the way, gave us the goods with the bads. They were up front, and we made the decision to go with this HD solution."

The decision proved to be a good one. In addition to channels that make sense for his patients, Gunnells likes that with Fiber Connect TV service from Spectrum Enterprise "You don't have that clutter around the patient's area. We have a lot of medical devices, oxygen, that type of thing. So the less hardware and equipment in the room, the better. Everything is contained within the cable system and the TV, so it's much easier for patients to navigate."



Joseph Gunnells, IT Technical Manager, Hospice Buffalo

Client profile



Company

The Center for Hospice & Palliative Care (Hospice Buffalo)

Industry

Healthcare

Services

Fiber Internet Access (FIA), Business Internet, Fiber PRI, Fiber Connect TV

CASE STUDY HDTV AND FIBER NETWORK SERVICES HELP HOSPICE BUFFALO MAKE PATIENTS AND THEIR FAMILIES FEEL MORE AT HOME

Customizable content also supports the therapeutic environment

In addition to entertainment, news and sports channels, this HD service lets Hospice Buffalo offer channels that support clinicians in providing music, relaxation and expressive therapies.

Spectrum Enterprise also helped Gunnells insert custom channels. Live underwater video from the hospice's breathtaking saltwater aquarium can now be viewed along with live video from rotating outdoor cameras, letting patients experience the hospice's gardens and courtyards and enjoy the wildlife and weather even while lying in bed.

Gunnells appreciates how this "ability to add our own channels and have our own broadcast at a very reasonable price—if any price at all—is built into the Spectrum Enterprise infrastructure."

High-speed Internet lets family members work while staying close

Fast and reliable Internet access is also crucial. Gunnells points out that sometimes family members end up staying with loved ones 24 hours a day for weeks on end. Fiber Internet Access (FIA) keeps them connected to their work. Without it, many people couldn't be there for loved ones. To meet this need, Hospice Buffalo relies on 10 Mbps symmetrical FIA.

Gunnells emphasizes that bandwidth and reliability are essential for both Internet and TV: "When there's

"Spectrum Enterprise provides the best high-def quality that we could ask for. Even through our big storm, everything was up 100 percent."

—Joseph Gunnells



With high-speed, high-capacity fiber connectivity from Spectrum Enterprise, Hospice Buffalo patients enjoy crystal clear HDTV sound and picture without the clutter of a set-top box.

nowhere to go and you're restricted to bed, it's key that service is up 100 percent of the time."

Keeping its entire campus operating no matter what

A fiber Ethernet Local Area Network (ELAN) connects the patient facility to three buildings on the hospice's campus: a pharmacy, children's cancer center, and medical data center, each connected over a 10 Mbps ethernet circuit. Fiber enables campus-wide connectivity to the hosted Electronic Medical Records (EMR) system, which helps improve overall quality of care. Fiber PRI, a highly reliable voice trunk solution delivered over the Spectrum Enterprise fiber network, provides phone service across majority of the campus. While a T1 circuit (not from Spectrum Enterprise) is still part of the configuration, Gunnells plans to move 100 percent to Spectrum Enterprise fiber services within the year.

Easy to adapt and upgrade

Gunnells values the ease with which his system can upgrade and expand as Spectrum Enterprise adds new services, such as switch overflow service that automatically connects to backup if a switch or connection fails. "[I've] had nothing but good luck with them," Gunnells says. "And

their uptime has been amazing. I don't think we've ever encountered any downtime with Spectrum Enterprise."

As technology continues to play a fundamental role in supporting the Hospice Buffalo mission, Gunnells is pleased that Spectrum Enterprise continues to expand its own technology to give them new options. Bottom line, he says, "it makes a good partnership."

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, is a national provider of scalable, fiber-based technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions, including Internet access, Ethernet and Managed Network Services, Voice and TV solutions, Managed Application, Cloud Infrastructure and Managed Hosting Services. Our industry-leading team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.

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