



# **SMART EMERGENCY CALL AND RESPONSE SOLUTIONS FOR HOSPITALS**

MARKET SOUNDING PROSPECTUS

2021



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## **A call for solutions and innovation in emergency call and response systems**

*It is a market sounding exercise to provide advance information of requirements and open a consultation with the supply chain. The results will be used to inform our procurement specification and strategy.*

*June 2021*



## Introduction

**Vilnius University Hospital Santaros Klinikos (VUHSK)** is one of the major hospitals in Lithuania, with 1,840 inpatient beds. Every year, we treat over 82,000 in-patients, carry out more than 30,000 anesthesia procedures, treat 4,000 patients in three intensive care units serving 40 operating rooms and record 125,000 visits to the emergency department.

VUHSK has identified an unmet need for a smart emergency call and response solution that can be seamlessly introduced into existing operating theatres, emergency departments and intensive care units throughout the hospital. The solution should also facilitate the collation and analysis of the emergency response to support learning and clinical improvement.

This unmet need is shared by a number of other hospitals:

Corporacio Sanitaria Parc Tauli de Sabadell (Spain)

ZOZ Sucha Beskidzka (Poland)

Republican Hospital of Panevezys (Lithuania)

Republican Siauliai Hospital (Lithuania)

Republican Vilnius University Hospital (Lithuania)

**VUHSK will be tendering a contract for delivery of this solution within the next year.** In advance of the formal tendering process we are launching this market sounding to provide potential suppliers with advance notice of the tender, and to consult with the supply-chain and innovation networks.



**NOTE: This is not a call for tenders or a pre-qualification exercise. It is a prior market sounding exercise to provide advance information of our requirements and open a dialogue with the supply chain. The feedback from the supply chain will be used to inform our tender specification and strategy.**

More information about market sounding and open market consultation can be found at:

[www.santa.lt/activities/procurement](http://www.santa.lt/activities/procurement)  
[www.ecoquip.eu](http://www.ecoquip.eu)

## Market sounding and consultation

In June 2021 VUHSK published a Prior Information Notice (PIN) in the Official Journal of the European Union to provide advance notice of this tender. The PIN also launched a period of market sounding and consultation in advance of the formal tender process.

We are interested in your views on the feasibility of the requirement, the capability and capacity of the market to offer a solution that meets our requirements. We are interested in information and innovation from all parts of the supply chain, in particular SMEs, that could contribute to one or more aspects of a solution or deliver a total solution.

"Throughout the market sounding and consultation the VUHSK will engage with the supply chain as a whole in order to understand the appetite, capacity, and capability in the supply chain to meet our procurement requirements".

*Lina Žiaukienė, Head of Innovation and technology transfer division.*

You can express interest in this tender and provide feedback using the Market Sounding Response Form which can be found at: <https://www.santa.lt/public-procurement/>

Please respond by: 15th of October 2021

### Market Consultation Events

Following our analysis of the market sounding feedback, on-line market consultation event will be held in November 2021

The event will be an opportunity for potential suppliers to find out more about the VUHSK requirements and contribute to discussions regarding the finalisation of the specification and the procurement strategy.



You can register for the event by completing the Response Form which can be found at: <https://forms.gle/sC87YsEFdP6bC3is9>

## **Procurement Approach and Timelines**

Throughout this procurement exercise we will adopt innovation procurement good practice. Following market consultation we will develop a pro-innovation tendering strategy that will enable suppliers to compete on factors other than price alone.

### **Indicative procurement timeline**

PIN	2021 June
Market consultation event	2021 November
Market sounding ends	2021 November
Invitation to Tender	2022 April
Contracts placed	2022 September

## The requirement

The following outcome based requirement has been developed by a cross-disciplinary team drawn from across in consultation with staff and client stakeholders, and colleagues in healthcare organisations in Lithuania and other European countries.

A smart emergency call and response solution that improves the management of life-threatening emergencies, leading to better patient outcomes and staff experience, incorporating:

- A **24/7 alert pathway** informing the most appropriate medical specialist of the nature and location of the emergency and directing them to where they are needed, minimizing delays in the response time and avoiding the duplication of response
- A **feedback mechanism** on the call response for those in the emergency situation and for the emergency responders
- **Data collation and analysis** of the emergency call and response events to support ongoing learning and further improvements in the system, clinical practice, patient outcomes and utilisation of staff resources and well being

The solution should be:

- Able to **handle multiple events** occurring simultaneously
- **Seamlessly introduced** into existing operating theaters, emergency departments and intensive care units throughout the hospital and **fully integrated** with other hospital systems
- **100% reliable** and resilient in the hospital environment, **intuitive** to use and **compact**
- Low carbon, low noise, simple and safe to clean, and easy to maintain
- **Transferrable** and easily implemented in a range of hospital situations



## The need for **innovative emergency call system**

VUHSK is one of the major hospitals in Lithuania, with 1,840 inpatient beds. Every year, we treat over 82,000 in-patients, carry out more than 30,000 anesthesia procedures, treat 4,000 patients in three intensive care units serving 40 operating rooms and record 125,000 visits to the emergency department.

Despite the high-quality professional care that is routinely provided by the medical staff at VUHSK, life-threatening emergencies that require immediate additional specialist assistance, such as complicated tracheal intubation, heavy bleeding and cardiac arrest, arise unpredictably across the hospital.

This type of emergency requires the rapid mobilisation of the appropriate assistance to the site of the emergency. The layout of the hospital makes this difficult. Patient care is carried out in more than 19 buildings across the main hospital campus, which has a total area of 174,909 m<sup>2</sup>. There are several anesthesiology, reanimatology and emergency units operating 24/7 over several separate locations.

The existing emergency call and response system relies on the close proximity of specialist support and can lead to multiple specialists responding unnecessarily to the same emergency or unacceptable delays in specialist attendance. Other limitations in the system include the lack of a back-up system in case of failure, and the lack of feedback on the emergency response in real time. The existing system is found to be highly stressful by attending staff and for emergency responders and moreover to introduce risk of severe complications for patients.

## Wider market demand

VUHSK is not the only one in facing this situation. Our research indicates that many hospitals in Lithuania and across Europe have not yet established effective, informative and reliable emergency call and response solutions.

While there are certainly call systems on the market, they do not meet the needs of VUHSK. Many are not adapted to respond with the urgency needed in emergency situations where assistance is needed within 2 minutes, and are more suited to post-operative wards and therapeutic units where, in the majority of cases, such a rapid response is not necessary.

In addition, the existing systems have a limited functionality and don't facilitate the collection and analysis of data that could improve the effectiveness of emergency management and are not adequately suited to the size and layout of the VUHSK campus.

There is certainly scope for an update in the technology applied. Typical systems in use in European hospitals (for example in Germany and Sweden) are still based on the use of pagers. We believe that recent advances in information and communication technology could offer a smarter solution and bring a step-change improvement.

“The current model for emergency call and response is outdated and the existing solutions are sub-optimal. We need a new smart solution that is compatible with the reality that we are facing here at VUHSK and that facilitates ongoing learning and improvement.”

*prof. Jūratė Šipylaitė, Head of the Centre of Anesthesiology, Intensive Therapy & Pain Management*



## About the buyer

This Market Sounding and pro-innovation procurement is being led by Vilnius University Hospital Santaros Klinikos (VUHSK) in the context and with the support of the EcoQUIP Plus project.

VUHSK is one of the major hospitals in Lithuania, founded by Vilnius University and the Lithuanian Ministry of Health and is a leading institution in tertiary level health care and medical research in the Baltic States. It has more than 35 specialized medical centers and is a full member of eight European Reference Networks.

The hospital has around 6,000 employees and provides state-of-the-art health care services for both children and adults from Lithuania and other countries. There are 1,840 inpatient beds where approximately 82,000 in-patients are treated annually, and more than 40,000 complex surgeries are undertaken, including all types of organ transplants. In addition, we undertake other specialist medical interventions, some of which carry an emergency risk. Multidisciplinary outpatient healthcare is well developed with in excess of a million outpatient consultations per year.

VUHSK has an extensive basis for specialist training and serves as the major center for residency training in Lithuania. The hospital is active in research and development, phase I-IV clinical trials of medicinal products and medical devices, observational studies and international registries and is a leader in health information and communication technologies and medical informatics.



Delivering Efficiency, Quality and Sustainability in Healthcare



Vilnius University Hospital  
**SANTAROS KLINIKOS**

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### About EcoQUIP+

This is an EcoQUIP Plus pro-innovation procurement project. EcoQUIP Plus is a collaborative innovation procurement project in the healthcare sector. The aim is to demonstrate how pro-innovation procurement methods can improve the efficiency, quality and sustainability of healthcare and to increase the take-up of much needed innovative solutions through collaborative actions.

If you would like to find out more about EcoQUIP+ please visit:



[www.ecoquip.eu](http://www.ecoquip.eu)



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