AcuLe@rn™ Case Studies – National Healthcare Group

Aculearn has established a vision in year 2001 to provide a single communication platform for video, audio and data collaboration (rich media) over the Internet. A platform that will enable small medium enterprises, multi-national corporations or military alike to communicate effectively over the Internet.

National Healthcare Group (NHG) compromises of 16 hospitals in Singapore. Apart from providing world class medical services, NHG also works in close collaboration with universities to provide lectures and research works.

NHG wants to search for an effective communication solution to achieve the followings:
•Share lectures provided by its doctors to the universities and hospitals
•Provide ongoing training for the hospital nurses
•Provide orientation training for new hospital nurses
Especial to medical training, visual aspect of the training plays a very important role. For example:
•Pictures of bacteria and viruses
•Medical procedures such as managing the transfer of patient to operating theatre bed, providing support for handicapped patients.
Since there are a lot of collaborative works that NHG undertakes, some trainings are meant for institutions and universities while others for in house training.
Another consideration is that the hospital network bandwidth is reserved for critical applications. Data traffic generated by these trainings must have minimal impact to the network.

Aculearn communication suite fits perfectly into NHG's requirements. With AcuSTUDIO (one of Aculearn's solution), NHG doctors and senior nurses create full audio/video training together with presentation materials. Training and presentation materials can immediately be made available over the web for access.

One very powerful feature in AcuSTUDIO known as Screen Director allows the senior nurses to create software application training for the new staff nurses.

User can switch from web cam to screen capture during recording

AcuMANAGER and 8 AcuSTREAMs (Aculearn rich media distributed network architecture) are set across the hospitals. Virtual Content Delivery Network (VCDN) policies are created to distribute training modules to different target audiences in the institutions, universities and hospitals.

Since rich media training requires bandwidth, NHG has set up policies to replicate these trainings to the AcuSTREAMs only during off peak times. Once these content are replicated, the trainees access will be localized to these AcuSTREAM thus reducing bandwidth across its wide area network.