

# Making a difference in the emergency department



It's not everyday that a company has the chance to develop a product that helps save lives, but Newcastle firm Systabyte's innovative training product 'Voicemap' is doing just that at Newcastle's John Hunter Hospital, the busiest Emergency Department in NSW.

'Voicemap' is the brainchild of Systabyte founder and Managing Director, Dr Maggie Haertsch. It was developed as an innovative induction system for new staff. Inspired by self-guided tours of art galleries, the technology helps doctors and nursing staff new to the emergency department to become familiar with their new workplace.

"Voicemap™ provides industry with a solution to support change and enhance productivity. The system provides a really practical way of helping organisations communicate, educate, and track their staff's knowledge. People using it find it fun and easy to use and managers love it because it saves time and manages their risk. The cost savings by educating staff well and averting risk and litigation are tremendous." says Dr Haertsch.

"Since being introduced at the John Hunter Hospital, emergency department staff productivity has increased, incidents and errors have been at least halved and occupational health and safety for staff has been actively promoted with no staff injuries for this period of the implementation."

The system can be used in any industry and is ideal for organisations that need to monitor staff's understanding of critical aspects of their role particularly about safety. Following the appointment of an agent in South-East Asia, Systabytes will export the system to Singapore.

Established in 1999, Systabytes is a research consultancy company that provides a range of services and products that focus on improving productivity, quality and safety in the workplace. Systems that enhance learning in organisations are designed harnessing new media and IT capabilities.

The company involves a core group of IT and industry specialists. Dr Haertsch leads the development of new media and IT innovations to support business and find solutions to complex problems. The company has software engineers, systems analysts and designers, graphic designers, sound engineers, television, multi-media and video production specialists, researchers and writers.

Being located in Newcastle is something Dr Haertsch is passionate about. "There is a great amount of innovative talent here in Newcastle that is producing world class products", she said.

"We have fabulous education facilities as well as leading edge institutes that are now receiving due recognition."

## Systabytes Pty Ltd

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