



Case Study

Client:

Pediatric Hospital located in Dayton, Ohio

Challenge:

Select nurse/patient communication technologies that seamlessly integrate into a new Patient Tower, and ensuring staff confidence in utilizing new technologies in new space.

Solution:

12 new technologies integrated that provide open-architecture framework for the future of technology and allows utilizing systems in their fullest capabilities, providing high-regard for patient safety.

Results:

- Trusted-advisor relationship during decision-making processes to ensure client was confident in technologies provided
- 16-hours of training invested into every nurse and employee delivering care for 12 new technologies added

THE CLIENT

Dayton Children's Hospital (DCH) (www.childrensdayton.org) is a pediatric hospital located in Dayton, Ohio. DCH's "legacy of caring" began in 1919, with the mission of, "the relentless pursuit of optimal health for every child within reach". DCH is a locally specialized, nationally recognized pediatric hospital and provides primary and specialty healthcare services.

THE CHALLENGE

DCH was in the process of selecting and implementing nurse/patient communication and workflow technologies for a new Patient Tower. DCH's priority was to create and ensure the safest environment for their patients, consider the future of technology, while selecting solutions that would seamlessly integrate in their new Patient Care Tower building.

THE ESCO SOLUTION

DCH's year-long decision process started with selecting nurse-call technology. DCH's inquiry process included multiple site-visits with other hospitals. ESCO Communications, DCH's integrator of choice, facilitated site-visits in which newer technology had been incorporated. Impressed by Hill-Rom's capabilities, DCH looked to ESCO to be a sounding board for the decision-making process. Concerned over cost, ESCO assured DCH that to be more economical and allow open-framework for the future of technology, Hill-Rom would be the best partner of choice for nurse-call communications. DCH quickly determined it would not just be a nurse call system, but a patient and staff communication system.

The implementation of Hill-Rom provided many benefits to DCH that aided to efficiency and safety. Benefits included status boards directly linking with the nurse-call systems and the system's ability for smart bed connectivity. This connectivity showcases all features of the bed on a screen and allows for device integration into medical records, permitting all information from the status board to be directly documented into the patient's records, saving time for DCH's staff. Another feature ESCO and DCH

defined as critical, was Hill-Rom's Care Sign electronic patient information digital display. Shared by DCH's staff as the most popular feature, the Care Sign, which is installed outside of the patient's room, allows a quick and visual way to determine if the various conditions that apply to the patient's conditions (such as isolation, fall risks, and other precautions or reminders) to be displayed in real-time. It serves as a core tool helping to create a safer environment for the patient and eliminates the need for posted precautions, notes and flags. Effective workflow and relevant patient information is a top-priority of DCH staff delivering care.

"ESCO was a close-confidant partner. They knew what our long-term goal was, and were able to make the right decisions up front."

Cindy Burger, VP & Chief Experience Officer



Case Study



THE ESCO SOLUTION CONTINUED

As interest peaked to add various workflow technologies to the new Patient Care Tower, ESCO stood alongside DCH to help in the decision-making process. ESCO served as a close-confidant partner to DCH by providing insight on other technologies, some of which DCH had not previously considered. While keeping DCH's long-term goal in mind, ESCO partnered with Vocera, a hands-free communication device for staff. Keeping full-integration in mind, ESCO was familiar with Vocera's capabilities and it's abilities to align with DCH's vision. The capabilities DCH took advantage of include: signal lights for falls, staff-locator badge integration for duress calls, and other life-saving integrations with nurse call systems, allowing an overhead message to be sent in critical emergencies.

During the building and installing phase of the technology additions, ESCO placed priority on being fully accessible to DCH to ensure the technology was integrated the way DCH had envisioned and also to make tweaks that provided confidence in staff who would be utilizing the systems.

THE RESULTS

ESCO worked side-by-side with DCH's Clinical Technology Integrator staff once the technology was installed. Overall, the hospital implemented 12 new pieces of technology for their new Patient Tower. DCH's end-goal was to implement the best of the technology's capabilities, to better understand how the technologies can be integrated together, and to ensure staff had enough hands-on experience to feel comfortable with the technology. During the programming and testing phase, ESCO was on-site, confirming each room and every piece of equipment worked the way it was intended to, ensuring zero patient harm during DCH's move into the new space. To support DCH's goal of providing hands-on experience for employees utilizing the new technology, ESCO helped to invest 16-hours of training for every nurse and employee delivering care, providing confidence in staff for years to come.



"We are using our systems to the fullest capabilities. The way the technology has been integrated is incredible—it's like it's living and breathing for us. This wouldn't be possible without ESCO's help, as they spent hours making sure our team felt comfortable with the technology."

Nikkia Whitaker, Clinical Technology Integrator

"ESCO was so valuable to us. ESCO not only learned where our deficiencies were, but they were also able to identify problems before we even experienced them."

-Cathy Gill, Clinical Equipment Manager (Retired)

