NURSE CALL AUTOMATION CASE STUDY

When Nemours Children’s Hospital, an internationally recognized children’s health provider, opened its new 630,000 square-foot facility in Orlando, leaders sought technologies that would make the facility more welcoming for young patients and their families. Midmark RTLS* was selected to automate the hospital’s nurse call solution and its GetWellNetwork patient care and entertainment system. Together, these solutions bring much needed comfort to a vulnerable patient population.

CREATING A COMFORTING ENVIRONMENT: RTLS INTEGRATIONS EASE THE STRESS OF HOSPITAL STAYS

Going to the hospital can be a scary experience for children and their parents. Not only are many of these young patients dealing with uncertain health conditions or injuries, they are in a strange environment, surrounded by unfamiliar faces entering and exiting their rooms. Staff at Nemours Children’s Hospital wanted to make the hospital less intimidating for one of the most vulnerable patient populations.

Providing a 21st century pediatric care experience with integrated technologies was top-of-mind. Was it possible for a photo and the name of a doctor or nurse to automatically appear on the patient’s in-room television at the same time the

INSTALLATION HIGHLIGHTS:

RTLS Applications
- Nurse Call Automation

Integrations
- GetWellNetwork
integrating RTLS with the hospital's patient care and entertainment system. GetWellNetwork uses Midmark RTLS data to display the caregiver’s credentials on the patient’s television. Specifically, when a clinician wearing a Midmark RTLS badge enters a patient’s room, the RTLS system automatically shares the caregiver’s location information with both GetWellNetwork and the nurse call system. A picture of the caregiver, along with his or her credentials, immediately appears on the patient’s TV. In addition, GetWellNetwork keeps a log of everyone who has entered the patient’s room, making it possible for parents to review which caregivers visited their child while they were away.

BEYOND THE FEEL-GOOD: ENHANCING PATIENT SAFETY AND FAMILY-CENTERED CARE

While these integrated solutions bring increased comfort to patients and family, they also provide family members with a way to monitor who is entering the room, making it difficult for unauthorized personnel to gain access to the children.

“Wearing the badge makes a big difference when we first enter a patient room. When the patient and family can recognize you from your photo, know your name, what you do, and know you’re supposed to be there, it really puts them at ease.”

John Rendle
Director of Respiratory Therapy
Nemours Children’s Hospital

Indeed, all of these advantages are adding up to create the unique patient experience that leaders envisioned for Nemours Children’s Hospital.

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