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LĀNA`I COMMUNITY HEALTH CENTER: BRINGING BETTER OUTCOMES AND PATIENT COMFORT TO AN ISLAND COMMUNITY



When you live on an island in the Pacific, there are a few items that are a must: sunscreen, flip flops, a love of seafood—and of course, a comfortable Midmark exam table.

In fact, for the caregivers at Lāna`i Community Health Center, the Midmark exam table is a key element in their effort to provide healthcare services that enrich and empower lives to help build healthy families.

The community health center is located on Lāna`i, the sixth-largest of the Hawaiian Islands, and provides primary care, dental, behavioral health and selected specialty services to the island's population. Of the 3,100 residents, nearly one-third are elderly and half of the population lives 200 percent below the federal poverty level. The health center, which was established in 2007, currently sees approximately 30 patients a day.

Providing the Best Care Possible

"Our primary focus at the Lāna`i Community Health Center is not necessarily about just seeing more and more patients, or just decreasing costs, it's about patient satisfaction," said Diana Shaw, executive director of the health center. "We are the only provider of healthcare services on the entire island, with a focus on the uninsured or underinsured patient. We are also the only provider on the island providing integrated care with the emphasis on keeping people on the island, avoiding travel to Maui or Oahu. Therefore, it's important that we meet the healthcare needs of island residents. That means using advanced equipment, providing state-of-the-art care, raising the level of patient comfort at the point of care and, most importantly, not turning anyone away."

In an effort to continue to increase the quality of care provided to island residents, the health center built a 6,800-square-foot new facility that features four exam rooms and new equipment needed to deliver better patient outcomes to the island community. The health center also identified two areas of improvement that needed to be addressed before the new facility opened: exam tables and vitals acquisition.

"A significant portion of our patient population is elderly. Especially for these patients, our fixed-height, manual exam tables were providing a lot of discomfort. It was difficult for them to get on the table, which increased the safety risk to the patient and the caregiver and often contributed to patient anxiety," said Dr. Joseph Humphry, director of quality improvements for the health center. "Also, our vitals acquisition was not integrated with our EMR system. Everything was entered by hand, which was time-consuming, left us vulnerable to possible transcription errors and often hindered patient/caregiver interaction."



BEFORE



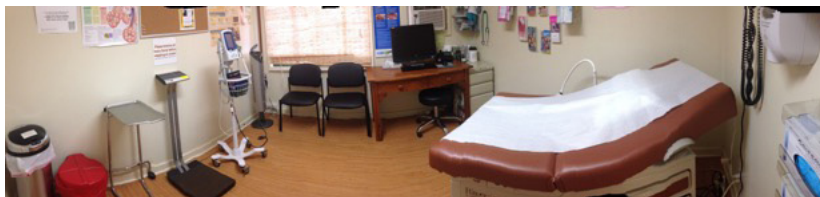
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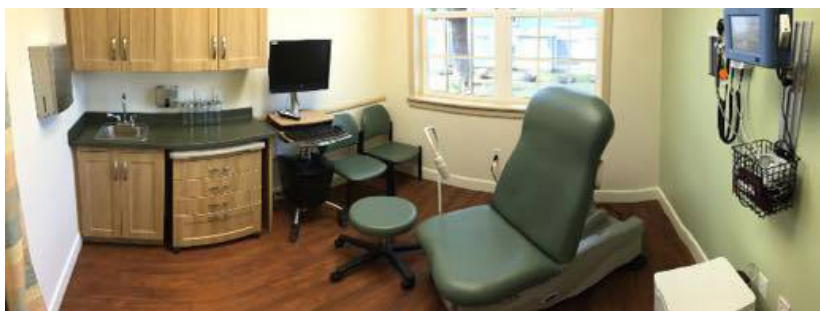
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BEFORE



AFTER



Working Toward Better Outcomes

Once the new facility opened, the response from the island community was very positive.

"As soon as patients enter the facility, they are impressed with the new design and layout of the health center. They like the look and feel of the new environment—and Midmark is a big part of that," said Dr. Humphry. "They really like the comfort of the Midmark exam table and are amazed when we tell them we can get their weight while they sit on it."

Shaw credits the Midmark equipment for enhancing and elevating the health center's patient experience.

"With the Barrier-Free® exam table and IQvitals®, we've been able to create a tighter EMR system and establish a new vitals process. It has enabled us to eliminate our vitals stations and place the patient in the exam room sooner, which allows more time for the patient/caregiver interaction," said Shaw. "Now the patients can spend the entire time on the exam table, which is very comfortable and allows us to easily reposition the patient for a better exam experience."

"The seamless connection to the EMR has been a real asset to our practice," said Dr. Humphry. "Not only does it further reduce the chance of transcription errors, it also allows me to have better interaction with my patients. I can wheel around our Care Exchange® workstation and show them the results on the screen. For many of our patients there is a language barrier, and being able to show them the results significantly helps with the exam process."

The health center staff is proud to be able to bring state-of-the-art equipment and healthcare services to the rural island community. They often boast that the facility is better than many found in urban areas stateside.

"Midmark is helping us realize our goal of achieving better patient outcomes," said Shaw. "By allowing us to enhance the caregiver/patient interaction at the point of care and giving us the ability to gather and record accurate data, we are able to make better clinical decisions and focus on providing the highest quality of care to everyone on the island."

Partnering with Midmark

Shaw and Humphry partnered with Midmark to ensure those issues would be addressed in the new facility. Once they had a facility design from the architect, they shared it with Midmark and began discussing equipment.

The health center replaced its fixed-height exam tables with the Midmark 625 Barrier-Free® power exam table with built-in digital scales. The Midmark 625 is designed to accommodate all patients safely and comfortably, offering an 18-inch low, flat height. The integrated IQscale® weighs patients discreetly from the exam table, reducing conveyance time and improving comfort for the patient. The health center also installed Midmark IQvitals®, an automated, touch screen vital signs device that seamlessly integrates with a variety of today's top electronic medical records (EMR) systems.

