

Nemours Children’s Hospital–Orlando, Florida

A Vision for 21st Century Pediatric Care



Photo Credit: Jeff Leimbach

Going to the hospital is a scary experience for children and their parents. Not only are these young children dealing with a health condition, injury or disease, they also are forced to sleep in a strange bed, in a strange room – with all kinds of strangers continually walking in and out.

When leaders at Nemours Children’s Health System, an internationally recognized children’s health provider, were planning to open a new 630,000 square-foot facility in Orlando, they looked for ways to make the new facility more welcoming for young patients and their families.

Their vision: What if when a doctor or nurse walked into the patient’s room, their name, title and photo immediately appeared on the room’s television? And, what if families could view a log of all the caregivers who came in and out of the young patient’s room each day?

Such a system could bring much needed comfort to young patients and their families. The children could feel more at ease knowing the person in their room is a nurse or therapist designated to care for them – and not a random individual who just happened into the area.

And, parents could feel secure knowing their sick child received the appropriate services (i.e. nursing care, counseling, respiratory therapy) while they were at home finally getting some much needed rest.

COOPERATING TO CREATE COMFORT

Creating such a system required the cooperation of several vendors including Versus Technology, which provides a real-time locating system (RTLS); Rauland, which provides the Responder® 5 nurse call system; and GetWellNetwork®, which provides a patient care and entertainment system.

Working together, these vendors linked their systems to each other and made the hospital leaders’ vision into reality.

The result: When clinicians wearing Versus badges enter patient rooms, the Versus system sends the location information to the Responder 5 and GetWellNetwork systems. A picture of the caregiver, plus their credentials, automatically appears on the patient’s TV. In addition, GetWellNetwork keeps a log of everyone who

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Jackie Gustafson, Director of IS
Application Support
Nemours Children’s Hospital



Everyone from physicians, to nurses, to respiratory therapists wear badges at Nemours.



About Nemours Children's Hospital

Nemours Children's Hospital in Orlando offers specialty care to pediatric patients in Central Florida, from minor injuries to the most complex conditions. The hospital offers specialized medical and surgical services, patient rooms designed by families and superior electronic health record technology. In addition, Nemours operates the area's only 24hour emergency department designed exclusively for children.

- Versus RTLS
- Rauland Responder® 5 Nurse Call Automation
- GetWellNetwork® Integration

has entered the patient's room, making it possible for parents to review which caregivers have visited their child while they were away.

"Wearing the badge makes a big difference when we first enter a patient room," says John Rendle, director of respiratory therapy at Nemours. "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."

Another helpful use of the technologies links the Versus badges with the nurse call system so Responder 5 can automatically cancel patient calls. As a nurse enters the room, he or she can immediately focus in on the patient's needs, without having to worry about pushing the call cancellation button.

"They can go immediately to the patient's bedside and begin work without having to stop and cancel that call," says Jackie Gustafson, Director of IS Application Support. "To be able to just walk in and take care of business without having to cancel the call, or have to work with an alarm going off in the background, makes it efficient for the caregiver and reduces disruption to the patient and family."

BEYOND THE FEEL-GOOD

In addition to bringing increased comfort to patients and family, the integrated technologies are working together to:

- Improve patient care by enabling family members to know exactly what services their child has and has not received — better equipping them to advocate for the best care
- Enhance patient safety by enabling patients and family members to monitor who is

entering the room, making it difficult for unauthorized personnel to gain access to the children

- Bolster patient satisfaction by creating a more comfortable hospital experience
- Improve employee satisfaction by enabling caregivers to concentrate on bedside clinical care
- Heighten patient engagement and support Nemours overall patient- and family-centered care philosophy by allowing patients and families to become more involved in all aspects of care

Indeed, all of these advantages are adding up to create the unique patient experience that leaders had envisioned.

"For us it really was about that patient experience, that patient- and family-centered care model," Gustafson explains. "We were really looking at our Family Advisory Council and saying, 'What would make this experience ideal for you?'"

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Rauland has installed Responder's critical healthcare communications in more than 4,000 acute care hospitals in more than 40 countries.



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