

Emergin Empowers Community Health Network to Monitor Patients Anywhere in the Hospital Unit

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Jon Dreyer, MHSA
Director of Clinical Applications
Information Systems
Community Health Network

Profile

One of the Nation’s Top 10 Integrated Healthcare Networks

Ranked among the top 10 integrated health care networks in the nation, Community Health Network (Community) has more than 70 sites of care throughout central Indiana. This includes Community Hospitals East, North and South in Indianapolis and Community Hospital Anderson; The Indiana Heart Hospital, a dedicated heart hospital; Indiana Surgery Centers; Community Physicians of Indiana; Community Home Health Services; MedCheck walk-in care centers and MEDPOINT express convenience clinics; employer health services; nursing homes; and other health care facilities.

Challenge

Increased Capacity to Monitor Patient Activity

As part of its efforts to leverage the power of information technology for improved quality of care and patient satisfaction, Community sought a solution to better monitor patient activity and, at the same time, grow its mobile workplace. Says Jon Dreyer, Director of Clinical Applications Information Systems for the network, “A key goal at Community is giving our staff the tools they need to do their work more effectively and to provide an exceptional patient experience—the overarching mission for our entire organization. In enabling our caregivers to monitor their patients wherever they are in the hospital, Emergin has been vital in achieving this goal.”

Community has implemented the Emergin solution for alert management and event notification solution, for three of its five hospitals to date, including the Indiana Heart Hospital and Community Hospitals South and North. At Community North, Emergin was implemented as part of a new, 42-bed, private-room neonatal intensive care unit (NICU), opened in April 2006 and widely hailed as one of the most advanced NICUs in the nation.

Solution

Emergin at Work: Community North NICU

The NICU at Community Hospital North provides around-the-clock, intensive care monitoring for its patients. Most infants admitted to the NICU are premature (born before 37 weeks of pregnancy), have low birthweight (less than five pounds), or have a medical



condition requiring special care. Community North's NICU was designed to be exceptionally sensitive to the needs of these infants. It is equipped with computerized and time-cycled light, heat, humidity, and noise controls to reduce stress, enhance infant biological rhythms, and create a more peaceful, healing environment.

The Emergin solution is the hub of the NICU's highly advanced monitoring and communications system, including GE patient monitors and the Rauland-Borg Responder nurse call system. Critical patient alerts are dispatched to the NICU nurses, which are received through Vocera Communications Badges, a wearable, hands-free, instant voice communication system. The alerts help caregivers identify those patients in need of more immediate care, as well as those with vital signs out of normal range. The Emergin solution aggregates patient monitor alarms and nurse calls from across hospital systems, dispatching information alerts within seconds. The result? Improved efficiency, increased confidence, and the ability to provide quicker care.

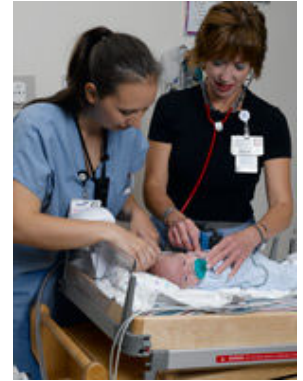
"Emergin has helped make the transition to private patient rooms much easier. The nurses are alerted to the location, type, and severity of patient alarms, assuring rapid response when caregivers are not at the bedside."

Denise Hartman, MBA, BSN, RNC
Clinical Director, Community North Hospital

Unlike a traditional, ward-style NICU, Community North's NICU provides private suites for infants, each over 250 square feet. "Our previous unit had 19 babies in one large area," says Denise Hartman, NICU director at Community North. "Many of our nurses were nervous about making the move to the new building, questioning whether they could provide the same high-quality, safe care with their patients in separate rooms. Emergin has helped make the transition to private patient rooms much easier. The nurses are alerted to the location, type, and severity of

patient alarms, assuring rapid response when caregivers are not at the bedside."

"At Community North, Emergin has been the glue that holds our clinician communications together," adds Community's Jon Dreyer. "As we move ahead with further expansion, we are confident that our partnership with Emergin will continue to enable leading models of care delivery."



The Emergin solution alerts nurses immediately when patients are in need.

Benefits to Date

- Approximately 40% decrease in alarms in private-room NICU versus ward-style NICU
- Significant decrease in nosocomial infections since transitioning to private room model
- Improved quality of patient care with fast and effective decision-making
- Increased job satisfaction and reduced stress for nurses
- Reduced noise level from elimination of each infant hearing the alarms of all other patients

About Emergin

Emergin is the market leader in event notification and alert management solutions for healthcare organizations. Through its combination of a unique software platform and experience-based professional services, Emergin has helped more than 1,000 hospitals to streamline communications and standardize workflows and processes, including five Malcolm Baldrige Quality Award recipients, one in every three Magnet Hospitals, and six of the top-10 Heart Hospitals.



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- (866) 363-7446
- info@emergin.com
- www.emergin.com