



Hillrom™

Case Study:  
MERCY HEALTH MUSKEGON

# CONNECTING CARE TEAMS ACROSS CAMPUSES

**NaviCare® Nurse Call and the Voalte communications platform improve response to patients.**

Mercy Health's roots go back more than a century to 1903, yet its focus has remained the same: meeting the healthcare needs of the community. Part of Trinity Health, a leading health system with 94 hospitals in 22 states, Mercy Health has multiple campuses near the shores of Lake Michigan, and is recognized for clinical leadership in Oncology, Cardiology, Orthopedics and Neurology.

To keep up with healthcare's constant technological advances and patient-safety protocol improvements, Mercy Health is renovating its existing Mercy Campus and building a new, 10-story medical tower with 267 private patient rooms, a new Emergency Department, and state-of-the-art surgical and procedural areas. The new medical tower uses a new care model in which patient needs are being met at the point of care. Services are delivered to the patient in their room whenever possible, with a goal of decreasing wait times and improving the overall patient experience. Nursing units have also made changes to align with this new model of care by storing the items nurses need in or near patient rooms, giving caregivers more time for care at the bedside.

## OVERVIEW

### CUSTOMER

Mercy Health Muskegon

### LOCATION

Muskegon, Michigan

### CUSTOMER PROFILE

- 671 beds across all campuses
- Healthgrades recognitions for patient safety excellence, outstanding patient experience and clinical excellence
- Named a 100 Top Hospital by Truven Health Analytics

### TECHNOLOGY IMPACT

- Significant improvement in efficiency of communication.
- Streamlined workflow and increased patient safety and satisfaction.
- Immediate improvement in response times.



## THE CHALLENGE

Adding a new facility to an existing clinical ecosystem always presents challenges. When Mercy Health embarked on its new, \$291 million medical tower in 2016, hospital leaders were presented with many choices when it came to necessary clinical systems and technology, but they also needed to maintain their established goals to improve patient safety and satisfaction.

Other Mercy Health system facilities had recently upgraded from a legacy Hillrom™ nurse call system to NaviCare® Nurse Call, but Mercy Health Muskegon was still relying on outdated, rudimentary hand bells—an unsafe and unreliable communication system for caregivers and patients. Not every patient could physically ring the hand bell, and there were times when staff was not close enough to hear the bell when it rang. To connect with each other, caregivers relied on legacy phones that did not allow for secure texting and were nearing end-of-life status for support.

Overall, communications were disjointed and fragmented across multiple technology solutions, which caused slow response times. With the renovations and new medical tower, change was imminent.

## HILLROM IMPACT

To connect care teams across the old campus and the new medical tower, Mercy Health Muskegon leaders decided to upgrade to the unified communications platform from Hillrom, which combines NaviCare® Nurse Call with Voalte mobile solutions. The Hillrom platform aligns directly with the Mercy Health Muskegon model of care to “bring services to the patient,” by delivering clinical data and actionable insights to the appropriate staff at just the right time, empowering staff to keep patients safe and accelerate recoveries.

John Hosler, Senior Clinical Systems Support Analyst at Trinity Health, says, “Hillrom solutions increase efficiency and decrease response times and alarm fatigue, allowing us to streamline workflow and increase the quality of care for our patients.” Once selected, Hillrom provided clinical services to identify workflow requirements, configure the new solutions to meet Mercy Health Muskegon’s needs and provide training for end users so they can use the platform to its complete capabilities. With the successful deployment of 300 Zebra TC51-HC devices for voice

communication, alarm notification from NaviCare® Nurse Call and secure texting from any location, response times improved almost immediately.

According to Kristina Pollack, Clinical Manager of Medical-Surgical, “The integration to smart beds and smartphones has increased our ability to respond quickly to patient requests, while mitigating the risk of adverse events and improving outcomes.”

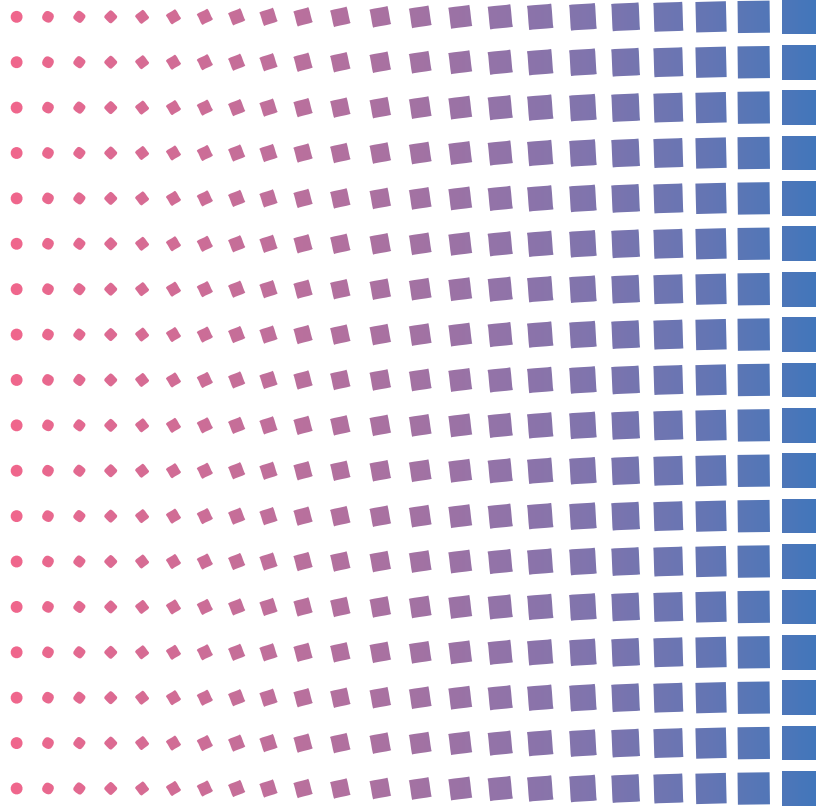


NaviCare® Nurse Call and the Voalte communications platform have had a significant impact on the care and safety of our patients. This integration provides the caregiver with an immediate notification of patient calls, the call type and location. This is essential when the caregiver is in a location that they may not hear the nurse call tone or see the dome light, and directly improves response times to those calls.”

— John Hosler, Senior Clinical Systems Support Analyst, Trinity Health Information Services

Mercy Health Muskegon clinical leaders also appreciate the new, robust reporting capabilities, the real-time unit-wide status board, and the real-time staff locating system (RTLS) for their ability to support hospital initiatives, staff and patient safety, and workflow efficiency. Regarding the RTLS feature, John Hosler says, “It’s a huge advantage to be able to assign different roles to a patient room and see who is available to address a certain type of call. It disperses the workload, and also integrates with other products for full transparent visibility of workflow.”

Mercy Health is on a mission to become a national leader in improving the health of their communities and each person they serve. With world-class technologies, a passion for patients and scalable systems, it is positioned to do exactly that.



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