Goodbye, Whiteboard!

New Room Technology Makes a Unique and Empowered Patient Experience at the Pavilion

Door Display for Clinician Information

To keep both staff and patients safe, critical patient information — for example, the patient has a latex allergy, is a fall risk, or requires special contact precautions — must be communicated before members of the care team enter the room. Generally, this information is displayed on laminated cards on the hallway-facing windows of patient rooms. In the Pavilion, the Outside Door Display (ODD), a small screen on the outside of each patient’s room, will show this information via icon alerts. “The display automatically populates with icons based on real-time information it pulls from Penn Chart,” Sarles said. And many icons have drop down screens, which provide additional information about a specific icon.

Each of the display’s icons will have “individual real estate,” meaning they always appear in the same location. In this way, staff members will know at a glance which alerts apply to each patient. There’s also a sunset photo on the screen for an end-of-life patient.

In addition, a dome light (part of the HillRom Nurse Call System) located outside and above each room for the CNA, the nurse could see at a glance that the CNA is helping a patient in the room. Many members of a patient’s care team come and go during the day, Sarles said. “Goals usually focus on what patients need to do to be discharged,” he said. “Rather than going to a vendor and buying a product, we built this from the ground up.

“This technology is unique to Penn; it’s unique to the world.”

Careboards: Need-to-Know Information for Patients

Each patient room will include a 75-inch screen on the wall opposite the bed. The Careboard, located on the right half of the screen, will focus on the information most important to patients. This includes names, photos and the roles of each member of their care team as well as the day’s upcoming events (e.g., an x-ray) and consults, which will automatically populate from PennChart. Other sections will include “Guide/Plan for the Day” and “Communications” (messages from the care team such as “Good job today!”). The screen also provides an “expected discharge” date. Not surprisingly, “that’s what most patients want to know,” Sarles said. “Goals usually focus on what patients need to do to be discharged.”

The left side of the screen will offer access to TV programming and also integrates with Centrak locator badges. Similar to the ODD, the name, title, and photo of each staff member will appear as they come into a patient’s room. Many members of a patient’s care team come and go during the day, Sarles said, with “most in scrubs! This will help the care team come and go during the day, Sarles said. “Goals usually focus on what patients need to do to be discharged.”

Another part of the integrated technology is MyChart Bedside, an iPad app available to inpatients that will help them stay better engaged with their care providers (Read more at https://bit.ly/3uHD4c4) as well as pillow speaker controls. Both the iPad and pillow controls allow patients to activate room controls (such as closing shades, activating the nurse call bell, controlling the temperature, and dimming lights) and control the screen, e.g., make it go dark if they want to sleep. “Patients can also expand the TV to the entire screen (not just left side) or turn off the TV entirely.”

Another integrated component — Caregility — provides a two-way video connection to Penn E-lert, Penn Medicine’s expert medical and nursing support for ICU patients that is staffed by a remote team as an additional layer to on-site clinicians. Staff and patients will be able hear and see the E-lert clinician on the screen versus just hearing a voice from a speaker.

Sarles said the team worked with HUP’s Patient and Family Advisory Council in developing content and in helping to decide the locations of information on the screen. “If you ask nurses what patients want, it’s very different from what patients say they want,” Sarles said. “We worked with a clinical group but PFAC was integral.”

HUP Celebrates NURSES

Every year, during Nursing Week, HUP celebrates the many ways its nursing staff bring patient care and the patient experience to new levels. And this year was no exception.

The week kicked off with a sweet beginning — prepackaged muffins and donuts — handed out as nurses entered HUP-Cedar and HUP-Spruce on Monday, May 3. Throughout the week, self-care virtual activities — more important this year than ever — included how-to’s for aromatherapy and art therapy at home, as well as yoga and Mindful Meditation offered by Michael Bain, MD, director of the Penn Program for Mindfulness.

As part of HUP’s community partnership activities during Nursing Week, a team of nurses — from HUP-Cedar and HUP-Spruce — got out their gardening gear to clean up and spread mulch throughout Malcolm X Park located in West Philadelphia. The Community Day Health Fair that followed, which took place at Cedar Gardens, offered residents the opportunity to connect with primary care practices, learn about reversing an opioid overdose using Narcan rescue spray, and receive behavioral health education and resources. An “Ask a Nurse” table invited community members to improve their health. Topics included information on diabetes, heart disease, and the COVID-19 vaccine.

“We were excited to collaborate with our new partner, Public Health Management Corporation, and highlight their community programs,” said Sofia Carreno, MSN, Nursing Professional Development Specialist in Community Engagement, adding that [PHMC] Director of Community Engagement “Aunya Grimley has been a great partner and leader to work with on this event.

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Jovi thanked nurses for all they do. And as a special recognition — thank you from the Penn System. As the polio vaccine, gene mapping and in vitro fertilization. HeLa, became the basis for many important discoveries, such on how nurses can advance their own careers. Keynote CNOs hosted a panel discussion on career trajectory, talking spoke about the Future of Nursing 2020-2030. The entity this event was about connecting with community members navigating your health," she continued. "More than anything great resources and information out there when it comes to "We wanted to highlight the fact that there are plenty of (Continued from front)

HUP’s P-Tube System: Keeping Services Up and Running

With speeds of 22 feet per second — approximately 15 miles an hour — HUP’s pneumatic tube system delivers nearly 4,000 specimens, blood and blood products, and other urgently needed supplies and medications to stations throughout the HUP campus each day. Thanks to recent upgrades, the system’s efficiency has not only improved, but this quality service will continue at the Pavilion, when it opens in the fall.

Switching Gears

HUP’s “super highway” is a complex system: miles of pipes divided into multiple zones leading to specific destinations all over HUP’s physically connected buildings. Hundreds of “carriers” (containers of specimens or supplies) can be moving through the tubes at any given time and the system’s real-time monitoring constantly tracks them in an effort to keep “traffic jams” and other issues to a minimum so each carrier can arrive at its destination station in the fastest time possible. “Most transactions are under 5 minutes from point A to B,” said Gary MacCorkle, supervisor of Maintenance Operations. HUP now has 110 stations, up from 105 a few years back. Most were added to those areas that receive the greatest influx, i.e., labs (almost half go to Central Receiving), blood banks, and pharmacies. These extra stations “are like adding another lane of highway, internally,” he said. The larger the infrastructure, the more likely computer “will automatically divert the empties to the system to whatever station needs them.” With the opening of the Pavilion, — and the addition of 85 stations “we’ll have the second largest pneumatic tube system in the country,” he said, adding that, even at number 2, HUP has more transactions than any other hospital in the U.S. And thanks to upgrades, regular maintenance and real-time monitoring, the system will continue to stay up and running 98.6 percent of the time, before it expires,” MacCorkle said. “It provides peace of mind.” The new carriers also have water-tight seals to prevent spills inside the tube as well as latches which use green and red lights to show if the latch is locked.

New Carriers with Added Features

The 300 new carriers coming onboard, which raises the total number to 1,200, include many features to keep things running smoothly. For example, radio frequency identification (RFID) technology in the carriers will help track down their location anywhere in the system. And badge scanning will identify not only the sender and recipient but pinpoint the time and from which station. This accountability helps ensure that “an irretrievable specimen got to the right location and someone got it to process in the right amount of time, before it expires,” MacCorkle said. “It provides peace of mind.” The new carriers also have water-tight seals to prevent spills inside the tube as well as latches which use green and red lights to show if the latch is locked.

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