

Can a third-party service provider eliminate the stress of a new IT rollout?

See how Re-Sources Services integrated 69 wall mounts at a Maryland medical center

PRODUCT PLACEMENT

- Ergotron SV HD Combo Arm, available in white (45-252-216) or black (45-252-200)
- Belkin Concealed Surge Protector (BZ106130ce2M)
- HP Small Form Factor computer

For More Information

En-Net Services

<http://www.en-netservices.com>

Re-Source Services

<http://www.resourcesservices.com>



Worry-free implementations with third-party providers

Re-Sources Services is a subsidiary of Re-Sources out of Cleveland, OH. They work directly with medical centers to assess and evaluate needs for the correct mounting application and installation of mobile carts, monitor arms, and wall mount system solutions. Facilities using Re-Sources Services can eliminate much of the stress that IT managers experience when implementing a new computer system or equipment update. Taking advantage of the expertise of a vendor like Re-Sources is helpful when navigating through key considerations including the importance of census counts, infection control, proper mounting height adjustment of equipment to accommodate the broadest range of users, and proper cable management of power cords for all products involved in the implementation. Through a third-party provider customers receive onsite assessments with medical center staff, informative hands-on product evaluations prior to purchase/installation, and worry-free integration of critical product.

Evaluating the correct configuration

Re-Sources Services worked with a prominent Maryland medical center to evaluate its interest in moving from current outdated mobile computing cart to a wall mount configuration. The customer wanted to address specific space constraints, provide ultimate adjustability for the diverse group of users throughout its large facility, and to accommodate the HP Small Form Factor computers that were a part of the implementation.

With the assistance of Alan Rose at Re-Sources Services, the medical center received personalized service in evaluating critical needs and proper equipment placement after seeing a previous Re-Sources Services installation of the HD Combo

Arm in the Emergency Department. The customer worked through the installer and Alan to discuss products and accessories options and the impact of exposed cables vs. surface raceway, while the nursing and related staff received hands on training to wall mount solutions prior to purchasing the systems from En-Net Services. The hospital personnel involved included nursing staff, IT and, as the installation date approached, the facilities team.

A “well-dressed” solution

After careful consideration, the medical center chose Ergotron’s StyleView® HD Combo, a complete wall mount system which provides easy adjustment of the entire workstation to offer the most comfortable viewing and typing position, all while maintaining eye contact with the patient. The HD Combo can extend the LCD and keyboard up to 39” (99 cm) from the wall but easily folds back out of the way when not in use. With the keyboard in storage position, system depth is as little as 12” (30 cm).

Some of the other key benefits of the StyleView HD Combo System:

- Provides comfortable, user-centric data entry, allowing caregiver to sit or stand while working, with 20” (51 cm) lift adjustment to accommodate broadest range of caregivers
- Ergonomic back-tilt keyboard tray ensures wrists remain in a neutral position during data entry
- Flexible, open architecture design that is scalable for future computer equipment
- Easy to clean design promotes infection control
- Allows caregivers to orient themselves toward their patients
- Takes up no floor space
- Folds flat against the wall



An added benefit of the installation was the improved management of all the associated cables and power cords which improved both appearance of the equipment and the safety of both patient and caregiver.



“With the use of surface raceway and the enclosed Belkin power strip this is truly a ‘Well Dressed’ job,” said Alan Rose, President of Re-Sources Services.

The nursing staff at the medical center was so pleased with the products, the installation and the service, that they photographed and uploaded pictures to their Picassa site.



The Payoff

Ultimately the decision to purchase the Ergotron SV HD Combo arm came down to two key factors: the heavy duty, high quality design of the product, and the overall attention to detail Re-Sources provided. With keen product knowledge and installation services, Re-Sources made additional accessory recommendations to complete the upgrade. They offered the entire medical center’s organization the ability to get all their questions answered and issues addressed. En-Net’s procurement of sample systems for onsite demonstrations, and ability to work with the facility on a day-to-day basis during the evaluation process, was also a major factor.

As a result, the medical center replaced their older mobile units with 69 StyleView HD Combo Systems in patient rooms. The units fold neatly out of the way when not in use, and with excellent cable management, have helped to transform the aesthetics of the space. Within just a few short days, it was unanimous; the nursing staff was enjoying the upgrade and consequently was using the computer more infrequently for in-room data entry than with the previous cart solution. They

found the sleek, retractable design much easier to access. From evaluation to implementation, the entire installation process took about two weeks during which time Re-sources and hospital personnel maneuvered around a high patient load.

In Conclusion

Whether the computer mounting solution required is mobile or fixed, getting a third-party provider involved can take much of the headache out of the experience of implementing new large scale equipment deployments. With expertise in analyzing the problem and providing creative solutions, third-party providers can do much of the heavy lifting in terms of researching and compiling evaluation units that meet critical healthcare compliance concerns and digital equipment requirements. In many cases, they may help shorten the implementation timeframe, and by giving key staff access to demo units prior to a purchase, they help facilitate easier adoption of new technology, expanding awareness of the full range capabilities of the defined product. Understanding the full ergonomic benefits to caregivers, and the potential for focused patient care, may increase longterm satisfaction with purchase through future technology upgrades. In addition, if they have installed a large number of systems, they are more familiar with the proper installation and adjustment of the systems in order to meet manufacturer specifications. Finally, they can provide an In Service, properly instructing the end-users and hospital techs in equipment use, handling and minor adjustments.

Americas Sales and Corporate Headquarters

St. Paul, MN USA
(800) 888-8458
+1-651-681-7600
www.ergotron.com
sales@ergotron.com

EMEA Sales

Amersfoort, The Netherlands
+31 33 45 45 600
www.ergotron.com
info.eu@ergotron.com

APAC Sales

Tokyo, Japan
www.ergotron.com
apaccustomerservice@ergotron.com

Worldwide OEM Sales

www.ergotron.com
info.oem@ergotron.com

