

Providing Solutions that Bring Technology to the Point of Care

Increasing Caregiver Efficiency and Improving Patient Care

The National Healthcare Group (NHG) of Singapore, incorporated in 2000, is owned by the Singapore Health Ministry. It includes over 11,000 staff members and over \$1 billion in annual revenue. Recognized as a worldwide leader in delivering quality patient care, NHG has always looked to the future. With the rapid adoption of wireless computing and the need for quick access to information, healthcare professionals are relying on computers more than ever. In order to provide better care and improve patient safety, NHG realized they needed to bring technology to the point-of-care.

National Healthcare Group National University Hospital Singapore

FACILITIES

4 Hospitals

- Alexandra Hospital
- National University Hospital
- Tan Tock Seng Hospital
- Institute of Mental Health/
Woodbridge Hospital

1 International Medical Center

- John Hopkins Singapore
International Medical Centre

1 National Center

- National Skin Centre

3 Specialty Institutes

- The Cancer Institute
- The Eye Institute
- The Heart Institute

9 Polyclinics

The NHG set up a Medical IT (MIT) Committee responsible for bringing technology to the point-of-care. The overall goal of the project was to provide easy access to patient data which would result in more efficient care and enhanced patient safety. The MIT needed to find a system that was dependable, easily managed and flexible so it could meet the needs of a wide variety of employees. Several factors were considered by the MIT, including the importance of a healthy, comfortable caregiver and the overall patient experience. From this, it was determined that the best way to bring technology to the point-of-care was to implement mobile computing throughout the hospital. Mobile point-of-care provided caregivers the ability to access patient data anywhere at anytime—improving efficiency, safety and patient care.

Once the committee determined that mobile point-of-care carts best met their computing goals, they narrowed the cart options down to three and turned the choice over to the clinical staff using the equipment. Each cart was tried in various wards throughout the organization to find the best fit of form and function. By doing this, NHG was able to select a cart that best fit their mobile computing needs and satisfied their clinical staff. Using a survey with criteria including ergonomics and function, the staff rated each cart. Ergotron's StyleView Cart significantly outscored the other carts.

With over 25 years of improving the human experience with all kinds of digital displays, Ergotron is uniquely qualified to meet the most challenging point-of-care needs. Ergotron's specialty mounting solutions integrate LCDs, laptops, tablet PCs and large displays into patient rooms, emergency and operating rooms, labs and nurses' stations—wherever patient data needs to be accessed. Ergotron's products deliver point-of-care computing throughout healthcare facilities, improving workflow, increasing accuracy and enhancing patient safety. In 2006, Ergotron was acknowledged by a Healthcare IT News Survey as the leading provider of point-of-care carts*. Ergotron has delivered thousands of successful point-of-care solutions to healthcare facilities across the United States, Canada, Europe and Asia.

"We were very impressed with both the responsiveness and the service we received from Ergotron," said Dr. Christopher Khor, Senior Consultant for NHG. "There was a high degree of commitment by Ergotron to come up with the right solution, and they made a demonstration unit available to the facility quickly."



CHALLENGE

National Healthcare Group (NHG) of Singapore aims to improve patient care by bringing computer technology to the point-of-care. A system that is dependable, easily managed and flexible so it could meet the needs of a wide variety of employees is needed.

SOLUTION

To bring mobile computing to the point-of-care. Collaboration between Ergotron, Datumstruct, and Dell produced a timely and productive mobile computing environment. Ergotron StyleView carts, in different configurations, are currently in use.

BENEFIT

Ergotron's products deliver point-of-care computing throughout healthcare facilities, improving workflow, increasing accuracy and enhancing patient safety. Ergotron has had thousands of successful deployments in healthcare facilities across the US, Canada, Europe and Asia.

StyleView's full ergonomic height adjustment (51 cm) played a very important role in the decision to move forward with Ergotron. Although the staff's routine at NHG rarely allows them an opportunity to sit down, they appreciate the ability of the StyleView cart to accommodate data entry in either a sitting or standing position. This same height adjustability makes it an ideal cart to be used throughout an organization whose diverse staff has a full spectrum of sizes.

"We have quite a number of different sized people in our organization and the ability to have the cart adjust up and down to the range it does was seen as quite an advantage over competitors," said Dr. Khor. "The small footprint and large worksurface were also key factors considered important to our clinical staff."

The collaboration between Ergotron, its Singapore distributor, Datumstruct, and Dell produced a timely and productive mobile computing solution. Ergotron provided huge value in their StyleView laptop carts and customer commitment. Datumstruct brought local knowledge, extended warranty, and on-site service, while Dell provided an extremely reliable IT solution. The application software, required to drive safety and efficiency, was a proprietary solution developed within the NHG Medical IT department.

The carts are used for results reporting and to order tests and medication for patients electronically anywhere at anytime. NHG started initially with a very basic order entry screen but are now implementing a more comprehensive system.

"The implementation of mobile point-of-care is very complex and we are about halfway to our vision," said Dr. Khor. "Ergotron and its partners are providing a high-quality, cost-effective mobile computing solution that can adapt with our use."

The move to electronic medical records and care-giving instructions is the primary dynamic driving hospitals' assimilation of technology into their workflow practices today. The biggest challenge has been eliminating paper, while inputting orders with more standardization. NHG is looking to Ergotron over the next few years to help make the paperless transition. They recently purchased an additional 70 Ergotron StyleView power carts to move toward this goal.

NHG finds bringing mobility to healthcare has exceeded their expectations of improved patient care. By bringing computers to the point-of-care, caregivers are able to spend more time with patients. When critical information is needed, it can be accessed quickly.

The elimination of lines waiting to use computers at nursing stations is a huge victory. And while it is impossible to calculate cost of ownership and return on investment, the change is seen as a success. There are the qualitative improvements in increased quality of healthcare and better patient experiences.



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

Singapore
www.ergotron.com
info.apac@ergotron.com

Worldwide OEM Sales

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

