

# Enovate & Siemens work together to meet the immediate need of Pomona Valley Hospital Medical Center



## CUSTOMER

Pomona Valley Hospital Medical Center (PVHMC)

## INDUSTRY

Healthcare Information Technology (HIT)

## CHALLENGE

- PVHMC needed to have 75 custom mobile units purchased, built, integrated and installed in less than one month.
- Meet PVHMC's strict infection control policies.

## SOLUTIONS

- Enovate LCD Medical Cart
- Enovate On & Off Site Integration Services
- Siemens ID Mouse Pro3—an innovative bio-metric reader

## AN AGGRESSIVE DEADLINE

When Pomona Valley Hospital Medical Center (PVHMC), a 453-bed acute care hospital in Los Angeles County, needed to replace an ailing fleet of medical carts, hospital leaders were faced with a significant challenge.

Frustrated with a bevy of technical problems, delivery delays and, ultimately, an expensive system of medicals carts that fell short of its promises and caused workflow inefficiencies, Pomona Valley Hospital Medical Center CIO Kent Hoyos needed to find a solution. PVHMC needed to have 75 custom mobile units purchased, built, integrated and installed in less than one month. That's when he decided to turn to Enovate, a medical IT company and hardware supplier that had been serving PVHMC since early 2007 with other products. "It was an aggressive deadline with a complicated integration process," said Hoyos, "however, given our history with Enovate and Siemens, I knew that if they said they could deliver on time, they would. That, combined with Enovate's partnership with Siemens Medical Solutions USA took the risk out of the transaction for Pomona Valley."

## A COMPLEX INTEGRATION

On January 21, 2010, PVHMC agreed to an initial purchase of 75 Enovate LCD Medical Carts, with a delivery deadline of March 1, 2010. The carts were

assembled, delivered, integrated and deployed by February 25, 2010—one week ahead of schedule.

"We knew it would have to be a very neat, almost surgical integration process and we would need to stay in lock-step with Enovate to meet the deadline," said Siemens Technology Solutions Executive Louie Santos. "Fortunately, even though the schedule was tight, Enovate and Siemens have great respect for each other and we worked seamlessly together to build and integrate this product for our client."

Enovate and Siemens promptly developed a streamlined strategy that would include complex pre and on-site integration periods and also account for an immediate product turnaround.

Before Enovate began building the LCD medical carts, Siemens provided the pre-loaded CPU with all peripherals, including the Siemens ID Mouse pro3—an innovative bio-metric reader that would both simplify and enhance computer security measures for PVHMC. Once received, Enovate built the mobile carts and completed 80 percent of the pre-integration process at their former U.S. headquarters located in Ferndale, MI (now located in Canton Michigan). The final integration phase took place in a staging area at PVHMC, where the remaining CPUs were installed by Enovate service professionals. By Friday, February 26, 2010, all 75 Enovate LCD Computer carts had been installed, put through a

rigorous 30-point checklist, sanitized and were fully operational with a 0% fail rate.

#### AN UNCOMMON PRODUCT, AN UNCOMMON RESULT

Building a mobile cart that met PVHMC's hi-tech requirements and also conformed to the hospital's tight space limitations was directly in line with Enovate's mission. "Enovate's mobile computing carts are the gold standard when it comes to reliability, aesthetic appeal and maneuverability in tight spaces," said Enovate Channel Manager Michael Romain, "but we wanted to take it a step further

• **Aesthetics and Ergonomics:** At PVHMC, where space is at a premium, heavy, bulky carts were dissuading the nursing staff from using their existing carts—which ultimately led to decreased efficiency and an increase in costs. The Enovate LDC Medical cart's ergonomically correct architecture has a smaller footprint and a sleek, clean design that is not only comfortable to use but easy to maneuver in tight areas. "One of the key reasons we chose the Enovate LCD Cart was because it was much easier to move around bed corners and in crowded hallways," said Jeff Lyons. "Overall, the nurses found the Enovate LCD cart to be more comfortable to use."

• **Biometric Mouse:** Like many hospitals, PVHMC is increasingly concerned with patient safety and security. While technology allows patient information to be easily accessible—a valuable time-saving tool for clinicians—protecting that information is also paramount.

• The Enovate LCD Medical Cart featuring Siemens ID Mouse pro3 enabled Pomona Valley Hospital Medical Center's staff and clinicians to use a single network sign-on via a biometric mouse, which crossed language barriers and increased workflow efficiency throughout the hospital.

"Security is becoming more and more critical for hospitals, from medication dispensing to electronic medical records," said Karen Blessing, PVHMC's Director of Clinical Informatics. "We must be extremely vigilant when it comes to the safety of our patients and the Siemens biometric mouse is far ahead of the curve. It has made my job easier—and the nurses love it, too. The less time they spend trying to remember a password or login to an account, the more time they have to spend with their patients."

Several months after the initial install, Pomona Valley Hospital Medical Center leaders continue to be pleased with their investment. "These carts have had an enormously beneficial impact on workflow and efficiency for hospital staff. We are now able to use technology anywhere in the hospital—in any room where it is needed," said Kent Hoyos. "The quality of both the Enovate LCD Medical Cart and the Siemens ID Mouse pro3 has exceeded our expectations and has received very high approval ratings from clinicians throughout the hospital."

We couldn't be more pleased with our new medical carts! Not only were they delivered, configured and deployed on time—they were ahead of schedule. To put together 75 carts under such a tight deadline is exceptional.

Thank you!

-Jeff Lyons  
PVHMC, IT Project Manager

by providing PVHMC with the latest innovations in infection control and data security."

The PVHMC medical staff had several key components in mind when they set about configuring their cart fleet. Karen Blessing, PVHMC's Director of Clinical Informatics chaired a team composed of departments from Bio-Med, IS, Facilities, Environmental Services, Infection Control and Nursing, who ultimately made the decision about which cart and devices would best meet the hospital's needs. "We had originally purchased carts from a different manufacturer, but we decided to replace them with the Enovate LCD Medical Cart, which were much more user-friendly and offered much more in terms of technological and infection control benefits."

Each cart was equipped with a variety of features specific to PVHMC's needs and requirements, including:

• **Pomona Valley Hospital Medical Center Infection Control Policies:** PVHMC chose the Enovate LCD Medical cart in part due to its adherence to the hospital's strict infection control policies. Each cart employs Silver Oxide and Zinc Omadine—proven and effective antimicrobial materials—on all contact surfaces, promoting total infection control throughout the hospital.



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