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HEALTHCARE DESIGN

SHOWCASE

CHILDREN'S HOSPITAL OF PITTSBURGH OF THE
UNIVERSITY OF PITTSBURGH MEDICAL CENTER
PITTSBURGH, PENNSYLVANIA

PHOTO: ALEXANDER DENMARSH

**Healthcare Facilities and Data Centers:
Converging at the Point of Care**

Healing the Nursing Shortage with Staff-Friendly Design

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One year later: Wall-mounted workstations hit design mark

A year after opening, Independence, Missouri's Centerpoint Medical Center has seen the benefits envisioned during the 3-year planning and construction process become a reality. When Nashville-based Hospital Corporation of America (HCA) was in the planning and design stages for Centerpoint, the decision was made to place computers in each patient room of the 258-bed, level-2 trauma facility. "From a patient care; a convenience and a life-of-computer perspective, we decided that each patient room should be wired," said Shannan Pfeiffer, Centerpoint's Director of Information Technology and Services.

Improving efficiency was the key goal, according to Pfeiffer, but the concept also worked with important safety initiatives. Electronic Medical Records (EMR), for example, are used to validate "right patient, right drug, right dose, right time" before medications are administered. By placing the computers in the room this validation can be done quickly and accurately.

One thing the planning team wanted to avoid, however, was losing the personal interaction between caregiver and patient when the nurse was in the room reviewing records or charting care and medication. "We wanted to make sure our nurses were still talking to the patient and not to the computer," says Pfeiffer. The computers needed to be positioned to allow for the best possible face-to-face interaction.

Positioning Flexibility Improves Communication

To achieve the correct positioning in each room, Centerpoint turned to Proximity Systems. Centerpoint opted for the Multi Compartment WorkStations using a combination of design options customized to their needs. The Multi Compartment series separates the flat panel monitor and keyboard from the PC. Computer equipment is protected behind the lockable upper (or lower) compartment door while the monitor and keyboard remain easily accessible. The WorkStation opens when needed and then closes to within inches of the wall, freeing up valuable space.

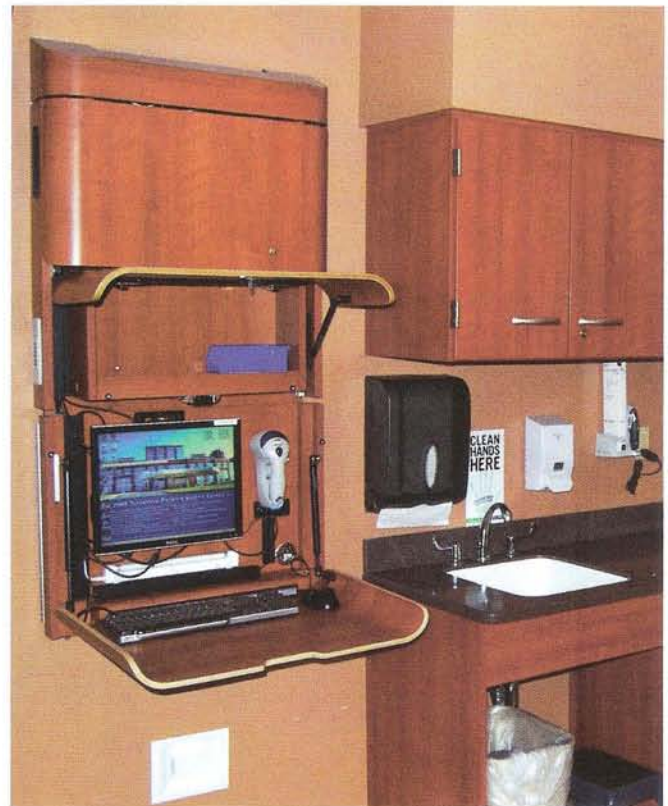
Efficiency and Aesthetics Move Throughout Hospital

Four hundred Proximity WorkStations have been deployed throughout Centerpoint, from: patient

"In opening this new hospital we were very in tune with everything related to design"

Shannan Pfeiffer, Centerpoint's Director of Information Technology and Services.

rooms and the Emergency Department to lounges and public areas. The space-saving benefits even led to the WorkStations being used in the Human Resources Department, where they allow candidates to apply online. After the candidate uses the computer, the Proximity WorkStation closes to within inches of the wall, freeing up valuable department space.



According to Pfeiffer, the look of the Proximity WorkStations provided another benefit. "In opening this new hospital we were very in tune with everything related to design."

The wood construction and custom finish of the Proximity WorkStations allowed Centerpoint to achieve the desired consistent look, complementing the furniture throughout the hospital.

Fewer Steps Improve Efficiency

The in-room computers and Proximity WorkStations are also playing an important role

in increasing efficiency at Centerpoint.

The option of using computers on carts to reduce the distance nurses walked was quickly dismissed. "We had a few mobile units in our (other) hospitals but found that they take quite a beating running up and down the halls," Pfeiffer explained. The in-room computers and WorkStations eliminate the need to go back to the Nurse's Station to chart, get information or pick up certain supplies. "The intent was to improve efficiency," says Pfeiffer. "I think hospital leadership would agree we've achieved that goal."

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