NCH Healthcare System Leverages Sonitor Sense RTLS and Cerner CareAware Solutions® to Deliver Patient-Centric, Personalized Care

NCH Healthcare System, a not-for-profit 716 bed facility located on two campuses, in Naples, FL, deployed Sonitor Technologies Sense RTLS and Cerner CareAware Solutions delivering a ‘smart hospital’ concept in 2013. As a result of this deployment, NCH has been able to see an increase in caregiver collaboration and patient satisfaction by being able to foster open and real-time communication.

Prior to deploying the Sonitor and Cerner RTLS solution, NCH caregivers often needed to go room-to-room to find the appropriate colleague, wasting valuable and, in the case of emergency departments, often critical time. In addition, they were using manual methods (grease boards mounted in patient rooms) to identify the assigned caregiver team to the patient. Ensuring caregiver information was up-to-date was critical to minimize the stress on patients and their families and to increase the collaborative nature of healthcare delivery that NCH strives for.

Today, Sonitor’s unique ultrasound RTLS platform is deployed, providing accurate and reliable location to Cerner’s solution allowing caregivers to know where patients, staff and equipment are in real time. Cerner’s patient engagement solution is installed on the outside of every patient room and each caregiver is assigned a Sonitor SmartTag, an RTLS badge.

“Patients are at the center of everything we do, so by partnering with Sonitor and Cerner, NCH is really focused on improving the patient experience through the use of innovation and technology.”

– Chris Raphael, RN, Assistant Director of Emergency Services, NCH Healthcare System
The information associated with that caregiver (name and role), their assigned patients, and the caregivers Smart-Tag ID is entered into the Cerner solution. This information is then managed and displayed through Cerner CareAware applications. When entering a patient room, the caregiver’s information and the relevant patient information are then displayed on Cerner’s digital room signage outside the patient room as well as on Cerner’s patient solution inside the patient’s room.

“When we do our admission on the patient, one of their favorite parts about MyStation is getting a list of their care team.”

– Elizabeth Guttierez, RN, Charge Nurse, NCH Healthcare System

Caregivers at NCH believe the real time information they get from the Sonitor RTLS and Cerner CareAware solution has delivered significant benefit to NCH and their patients. By helping keep everyone informed about where team members are when they need them, the staff has been able to eliminate unnecessary time searching for staff and to take that time and put it back into patient care. Patients in turn, appreciated the personalized attention they get as a result of the RTLS deployment.

“If we didn’t have our Cerner solutions and our Sonitor RTLS devices, we would be back in the old days where you’re walking around hanging signs, remembering to take signs down, searching for your equipment, searching for your staff members, so this has really been beneficial for keeping everyone streamlined and knowing where everything is when you need it.”

– Erica Szczepkowski, RN, Nursing Director, NCH Healthcare System