Hospital St. Louis Case Study

Organization: Hospital St Louis, Luxembourg

Challenges: Patient and staff safety problems in the psychiatric area as well as non-optimal inventory management and utilization of wheelchairs and infusion pumps.

Solution: AeroScout's Active RFID Patient & Staff Safety and Asset Management solutions, leveraging the existing Wi-Fi infrastructure, AeroScout's Wi-Fi RFID Tags and MobileView software integrated with the hospital's medical record software.

Benefits: Improved patient and staff safety, reduced asset search times, and improved equipment utilization rate, which will ultimately reduce capital equipment costs.

ABOUT HOSPITAL ST. LOUIS
The Hospital St. Louis is a 275 bed facility in Ettelbruck, Luxembourg. The acute care facility includes a surgery area, a day and long-term psychiatric day clinic, a geriatric rehabilitation area, a dialysis center, and a palliative care area. The hospital employs over 750 individuals in addition to over 90 physicians.
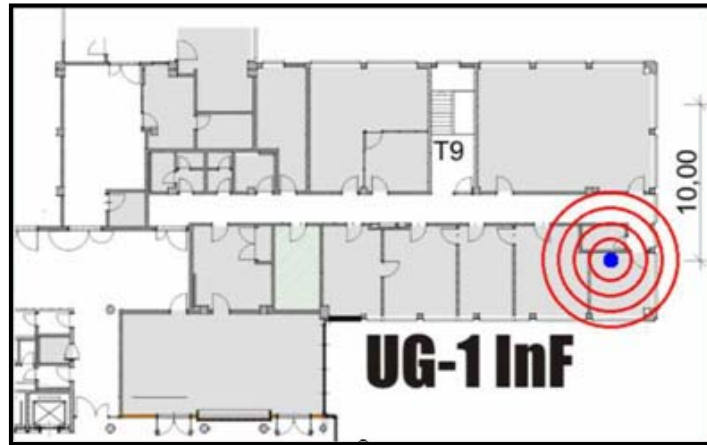

THE CHALLENGE
The psychiatric patients, though well monitored using traditional supervision, often experience problems that impact patient safety. The patients attempt to wander or elope, leave the facility or enter restricted areas. Additionally, the staff occasionally encounters aggressive, at-risk patients and requires assistance from other colleagues, often when escorting patients. The facility had found that using the existing phone system to respond to these emergencies was not sufficient, as it did not provide any alerts or note the location of the issue.

The hospital had also experienced long search times for frequently used pieces of equipment such as wheelchairs and infusion pumps, and sought an improved system to manage the utilization of these critical assets.

THE SOLUTION

The hospital's director of IT initiated a search for a solution to these challenges, and researched Active RFID solutions that would be able to integrate with their proprietary electronic medical record (EMR). After significant research of the various technologies and vendors on the market, the hospital determined that the ideal solution would be able to leverage the hospital's existing Wi-Fi infrastructure, and ultimately selected AeroScout's solutions for Patient & Staff Safety and Asset Management.

The hospital utilizes AeroScout's Wi-Fi-based Active RFID tags worn by the patients in the generic form, while the staff tags include a call button. The overall solution also employs AeroScout's unique Exciter technology, which notifies staff immediately when a patient passes through an exit or enters a restricted area, enabling them to quickly and effectively respond to the incident. All alerts are sent to the staff call system as well as a pop-up on the medical record system, which is installed on all of the hospital's PCs.

The hospital also successfully implemented an asset management solution, whereby Wi-Fi RFID tags were mounted to wheel chairs and infusion pumps for real-time location tracking.

The AeroScout solution takes advantage of the hospital's existing Cisco Wi-Fi network. AeroScout's tags communicate directly with the existing Wi-Fi access points, without interfering with other Wi-Fi data traffic. This reduced the time and cost of installation, because proprietary RFID readers were not required.

Both the Patient & Staff Safety and Asset Management applications utilize AeroScout's MobileView software, allowing staff to use an intuitive Web-based user interface to search for and track the location of the patients, staff and resources. Through the configuration of the business logic in MobileView, the AreroScout software triggers alerts, which are integrated at a patient specific level into the hospital's EMR, facilitating current staff workflow.

The AeroScout solution includes call button tags for staff, choke-point detection for equipment and patients, and integration of AeroScout software into the hospital's medical record system. The solution has improved patient and staff safety, as well as reduced equipment search times.

THE BENEFITS
As a result of the AeroScout solution, the risk of patients leaving the facility or entering restricted areas has been reduced, improving their overall safety. The staff is also more secure in knowing that they have a real-time alert and tracking system to help ensure their safety.

The Active RFID Asset Management system has reduced clinical staff search time for wheelchairs and infusion pumps while creating an improved utilization rate, which will ultimately reduce capital equipment costs.

"We have a high ratio of caregivers to patients, but have always been aware of the need for additional measures when it comes to tracking patient movements around the hospital to maintain their safety and well-being," said Georges Wolfers, Director of ICT at Hospital St. Louis. "AeroScout offered the most comprehensive solution to our requirements with a user-friendly and scalable Wi-Fi-based solution, and we are excited by its potential to improve our high level of patient care," he added.

About AeroScout

AeroScout is the market leader in Active RFID asset tracking and location solutions over standard Wi-Fi networks. The company's enterprise visibility solutions accurately locate and monitor assets and people in both indoor and outdoor environments to improve business processes. AeroScout products are used by several hundred customers worldwide in the healthcare, manufacturing and logistics industries, including Fortune 50 enterprises and many of the world's leading hospitals. Founded in 2000, AeroScout pioneered the Wi-Fi visibility market by introducing the industry's first Wi-Fi-based Active RFID tag, and is widely recognized as leading the market in number of tags shipped.

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