

Ozarks Medical Center

West Plains, MO

Challenge: Migrate nurses and doctors from a static computer workstation to a mobile clinical solution.

Solution: Panasonic Toughbook T-series notebooks.

Results: Adoption of the Toughbook T-series notebooks across many clinical areas throughout the hospital, all experiencing increased productivity levels.

To learn how DataSource Mobility can assist you in deploying your healthcare solution call 931.266.4242

The healthcare industry has begun the long-term process of efficiently mobilizing its clinicians. Taking the workforce away from static computer stations and replacing mistake-prone methods of documentation like pen and paper with mobile devices is not an easy task. When Ozarks Medical Center, a 114-bed, not-for-profit referral hub serving an 11-county area in South Central Missouri and North Central Arkansas, wanted to adopt new technology to revamp its outdated documentation system, it was daunted by the abundant options available.

Ozarks turned to DataSource Mobility for help finding the right mobile device. The Clarksville, Tennessee-based value added reseller offers mobility consulting and solution services across a spectrum of industries including healthcare, transportation and construction.

The relationship between the two sprang from a webinar series, produced by DataSource Mobility, on how mobile clinical assistants, like the Panasonic Toughbook H1, can help the healthcare industry. Following this webinar, the reseller provided the medical center with a number of computer models including the Toughbook H1, Toughbook T8 and the Toughbook 19 under its Proof of Concept program, which allows testing of a variety of units to determine which model works best. After testing out each computer, the Ozark IT department was not convinced that any of the devices were the right fit for the medical center.

Bill Presler of DataSource Mobility knew the Toughbook T8 was what Ozarks needed. He insisted IT director Edward Bois take another look at the Toughbook T8 before writing it off completely. The reseller used its self-produced informational videos to show Ozarks what it may have overlooked during the trial process. Employing an online video overview of the Toughbook T8 presented the reseller with a chance to use new sales techniques to influence the potential customer and secure its business. The video showed the medical center that the Toughbook T8 was not just any laptop, but a tablet alternative with a touchscreen, which was exactly what Ozarks was looking for. The video shows everything from how to remove the hard drive to how to take advantage of the device's ergonomic design. DataSource Mobility's series of online educational videos allows prospective customers to better understand the products, how they fit into their workflow and how they compare to other products on the market today.

After watching the video, Ozarks also saw that the Toughbook T8 offered true portability for charting patient documentation in and outside of the hospital. The small size and light weight would take care of Ozarks need for increased maneuverability in small and cramped patient rooms, replacing its existing expensive and bulky cart solution. Ozarks now trusted that the tablet alternative was the answer to some of the problems it was trying to address, like unrealized efficiency and the elimination of potential errors due to data being recorded on paper and later input into a computer.

Ozarks immediately ordered two business-rugged Toughbook T8s. After gaining the collective acceptance of its clinicians, in only 12 days, Ozarks made the decision to order 10 more with a biometric fingerprint reader and the Protection Plus service program. Three months later, Ozarks bought 40 more and plans to expand the deployment based on the demands of its workforce of about 1,100 clinicians.

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“Bill was very knowledgeable about the Toughbook products and applications. He would follow up and ensure all of our questions were answered, any problems addressed, check to see if we needed anything, very informative, orders were filled immediately. Never had that type of customer service before!”

-Christina Romans
Clinical Applications
Analyst

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Since the initial deployment of the Toughbook T8, the device has been adopted by respiratory and OTC therapists, dieticians and case management workers. The T8 is also beneficial to the clinicians working remotely who use a virtual private network to connect to clinics allowing them to address patient needs immediately. The Toughbook T8 enables them to access medical records, take care of pending prescriptions off site and in real time with a fast WiFi wireless connection. The clinicians found several benefits including an easy-to-use keyboard, portability for documentation, durability and long battery life lasting up to eight hours during a 12-hour shift, surpassing that of the competition, which Ozark experimented with in the past.

Prior to the new solution, Ozarks was using a medical cart solution and had no wireless infrastructure. The cart was big and heavy, about 200 pounds, which made it difficult for clinicians to maneuver through the halls and in small hospital rooms. With the Toughbook T8, clinicians are now capable of moving freely through the hospital while staying connected.

Ninety percent of nurses were using paper to record data before the Toughbook T8 arrived in the hospital, causing late documentation and potential errors, and now nearly 100 percent of nurses use computers. Nurses equipped with Toughbook T8s now have the ability to access patient records instantly, saving time, otherwise wasted on the convoluted documentation processes, that can now be spent giving extra quality care to the patient. Since the Toughbook T8 rollout, daily clinical tasks such as capturing vital signs, entering patient information and administering medication proved to be a more efficient process than the previous pen-and-paper approach. Physicians and nurses have saved time making room for higher productivity.

By using online informational videos to help customers better understand the technology they are investing in, DataSource Mobility is going above and beyond to meet the customer's needs. DataSource Mobility has taken advantage of all the tools possible to share its expertise deploying rugged mobile solutions and its knowledge of products and applications. With its customer oriented and consultative approach, DataSource Mobility was able to both aid Ozarks in finding the perfect mobile solution for its staff and increase its value to customers.

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