

ON THE MOVE

With St. Joseph's Hospital

“Our goal was to increase productivity and the quality of patient care while making our nurses truly mobile.”

*Steve Lindner, Network Administrator, St. Joseph's Hospital
Marshfield, Wisconsin*

“We couldn't afford for our nurses to lose connectivity to our wireless network. We got excited when we saw a NetMotion Mobility demo.”

Lindner: We'd implemented a wireless network, deploying Fujitsu B Series laptops on every medical cart. We felt it was mandatory for the patient care system. The carts in Cardiac Rehab

MEET THE MOVERS

With over 2,400 employees, this 504-bed tertiary care teaching hospital of Ministry Health Care is the second-largest hospital and the only rural referral center in Wisconsin, serving patients within the state and around the country.

St. Joseph's commitment to patient care is evidenced throughout their system by innovative advances in technology ranging from a high-performance air medical transportation system, to state-of-the-art nuclear medicine equipment, rehabilitation technology, and advanced information systems that have a direct impact on the ability to deliver patient care. That level of care was critical to Todd Zieglmeier, IT Manager, and Steve Lindner, Network Administrator, when they approached NetMotion Wireless about improving the wireless system used by nurses as they moved throughout the hospital.

Working with Lindner, the group that initially tested NetMotion Mobility insisted on a solution that would provide both a better, more workable technology and one that met the practical, in-touch-with-the-patient needs of the medical caregivers.

These intensely critical experts were impressed that “NetMotion explained their product well up front, the deliverables, what it could and could not do.” They expressed their confidence in the company's “very strong background in terminal emulation [that enabled them] to understand issues customers had and to provide resolution for those problems.” They made a decision to deploy Mobility and share connectivity with the Marshfield Clinic, whose Mobility-supported physicians provide their services at St. Joseph's and roam throughout that facility and others across the northern tier of the state.

St. Joseph's was named one of the nation's Most Wired, according to the 2003 Most Wired Survey and Benchmarking Study of more than 4000 health systems by Hospitals & Health Networks magazine in cooperation with McKesson Corporation and the Healthcare Information and Management Systems Society.

are pedestal-style and allow nurses and vital information to easily move with patients within the hospital—for example for tests or access to specialized hospital facilities. The issue wasn't monetary—a patient is a lot safer with instant information available at the bedside or anywhere in the hospital.

“We needed to ensure that nurses on the floor had a persistent, constant signal.”

Lindner: We had some issues with our primary application being prone to dropping out. We had a concern about terminal emulation products that dropped out service. (The multi-story hospital and structure itself also offered wireless signal obstacles that needed to be overcome.)

It got critical if nurses had to come back to a workstation to log in again to an application. All the physicians here are from the Marshfield Clinic. They were already roaming with tablet PCs supported by NetMotion Mobility. They introduced us.

“NetMotion Wireless understood our issues and met an unmet need.”

Zieglmeier: We initially created a test environment. We now have 100 devices on the floor, with another 100 to come. Devices became much more reliable with Mobility. We got lots of positive feedback from nurses after Mobility was in place. Info is real time. Mobility's VPN gave us one more level of security for patient information. Built-in redundancy accommodates our 24/7 operation. The product's well adapted to having a secondary (failover) server. NetMotion thought about it from the start.

