

Overview

Region: Aquitaine
Industry: Healthcare

Customer Profile

Located in Agen, France, Clinique Esquirol Saint Hilaire (CESH) is the first established private health institution in the Aquitaine region and one of the five largest health institutions in southwest France. With a staff of over 560, 247 rooms and 335 beds for intensive care and rehabilitation, the clinic specializes in the treatment of digestive and urological cancers and is also highly regarded in the treatment of breast cancer.

Business Situation

In France, the contrat de bon usage du médicament (CBUM) promotes the computerization of medical practices. Committed to the CBUM and continuously deliver on its long-standing policy of improving the quality and safety of patient care, CESH set a goal of completely eliminating its paper-based processes by the end of 2010. In 2005 the clinic implemented Ware Système's Sharegate medical records software but required a comprehensive mobility solution to optimize all of Sharegate's functions in real time, at the patients' bedsides.

Solution

After a group of doctors in the rehabilitation department evaluated several different solutions, the team at CESH selected the Motion C5 Mobile Clinical Assistant (MCA), becoming the first private health institution in France to implement the C5 MCAs following its launch in 2007. CESH deployed 85 of the tablet PCs across its 15 healthcare departments.

Benefits

- Easy to use and disinfect
- Real-time access to information on procedures, treatment and medication
- Eliminate duplicate information
- Increase security, efficiency and overall patient care.

Clinique Esquirol Saint Hilaire Streamlines its Clinician and Patient Care Processes

"We selected the most intuitive and easy-to-use mobility solution on the market. The Motion C5 MCA has now become indispensable for our doctors, nurses and aides."

Marc Angotti, CEO, CESH

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CESH selected the Motion C5 Mobile Clinical Assistant (MCA), becoming the first private health institution in France to implement the C5 MCAs following its launch in 2007. CESH benefits from real-time access to information on procedures, treatment and medication, the elimination of duplicate information, the improvement of working conditions and increased security, efficiency and overall patient care.



“The C5s allow us look up all information about a patient and update the data in real time. Everything is brought together in a single tool that is accessible at the patients’ bedsides: monitoring, test results, treatment, consultation, reporting, schedules, medications, and more.”



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In 2006, the clinic was certified by the Haute Autorité de Santé (HAS) or the French National Authority for Health. Set up by the French government in August 2004, the HAS brings together a number of activities designed to improve the quality of patient care and to guarantee equity within the healthcare system.

Challenge

In France, the contrat de bon usage du médicament (CBUM) promotes the computerization of medical practices. Committed to the CBUM and continuously deliver on its long-standing policy of improving the quality and safety of patient care, CESH set a goal of completely eliminating its paper-based processes by the end of 2010. As a result, in 2005, the clinic implemented Ware Système’s Sharegate medical records software.

To ensure the long-term effectiveness of the medical records implementation, CESH required a comprehensive mobility solution to optimize all of Sharegate’s functions in real time, at the patients’ bedsides. The mobility solution also required uninterrupted access to information regarding patients, procedures and medication for true point of care, seamless integration with CESH’s existing IT infrastructure and improved staff productivity and working conditions.

Solution

After a group of doctors in the rehabilitation department evaluated several different solutions, the team at CESH selected the Motion C5 Mobile Clinical Assistant (MCA), becoming the first private health institution in France to implement the C5 MCAs following its launch in 2007. CESH deployed eighty-five of the tablet PCs across its 15 healthcare departments.

“We were delighted see the Motion C5 MCA when it was introduced to the market, for a long time we had been looking for a tool truly designed to meet the mobility requirements of doctors and caregivers,” said David Lebret, IT manager at Ware Système.

Results

Easy to use and disinfect, the C5 MCAs met the staff’s mobility requirements perfectly. Patients and caregivers alike benefit from real-time access to information on procedures, treatment and medication, the elimination of duplicate



information, the improvement of working conditions and increased security, efficiency and overall patient care. Enhancing caregiver performance is an attractive way of increasing loyalty during nursing shortages, and this was not lost on CESH. Caregivers were very quick to adopt both the Sharegate software and the Motion C5 MCA, and all agree that now, they could not manage without the technology.

As Dr. Thierry Dona, head of the rehabilitation department and palliative care at CESH, explained, “The C5s allow us look up all information about a patient and update the data in real time. Everything is brought together in a single tool that is accessible at the patients’ bedsides: monitoring, test results, treatment, consultation, reporting, schedules, medications, and more.”

With the C5, doctors can prescribe medicine, treatments, tests and consultations all from the patients’ bedsides. In addition to checking schedules, verifying procedures and medicine and inputting vitals data at the bedsides, nurses also use the C5 to manage the department’s inventory and transmit orders to the in-house pharmacy. Other everyday uses include transmitting information to colleagues and relief teams, requesting technical support and ordering meals using Graal software.

Security and Safety

To improve the quality of each diagnosis, the C5 provides the doctors with direct access to tools such as medication databases, national and international reference systems and their personal medical protocols. In addition, doctors can send certain information to their colleagues and patients as it becomes available, particularly regarding changes in status, test results, or other important information. According to Marc Angotti, CEO of CESH, “The Motion C5 MCA has contributed enormously to the accuracy and availability of

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treatment and care because caregivers can take the knowledge and information with them everywhere they go.”

The nursing staff also benefit from the C5 due to its ability to produce a clearly established care plan based on legible courses of treatment, validated by pharmacists in near real time. Thus, nurses can follow the prescriptions for medication and instructions for care with a much higher level of confidence, while limiting the likelihood of errors.

Moreover, all dual copying and transcription of data by the nursing staff has been eliminated. As such, the risk of errors inherent in these transcriptions has been removed. According to Dona, “The C5 provides the clinic with a clear, more accurate and complete course of treatment.”

Additionally, the C5’s integrated RFID reader’s advanced identification system maintains that each potential user log in with their personal I.D. card, allowing for quick access and preserving data security. All in all, the enhanced security of treatment and administration of care, together with minute-by-minute tracking, significantly improves patient safety.

A Definite Return on Investment

In addition to the productivity, security, accuracy and efficiency benefits of deploying the mobility solution, the clinic has also realized a rapid return on investment. In comparing the previous paper-based processes with the new mobility solution, the cost of the Motion C5s is covered, even without taking into account the additional savings from improved organization and productivity. It will be a process that takes up to four years to complete, but going completely paperless will help add to the savings, with just the costs of printing and paper offsetting the cost depreciation of the tablet PCs.

“The total cost of ownership of the Motion Tablets is lower than other the tablets we tested,” commented Angotti.

The C5s have also proven to be very reliable and able to stand up to the rigors of the healthcare environment. Out of the entire fleet of tablets, fewer than 5 percent have been temporarily damaged, and all of the tablets purchased in 2007 are still in use, distributed throughout the clinic’s various departments. Thus, the low maintenance rate and usability have made the C5 MCA an indispensable tool for the clinic.

Conclusion

The high level of satisfaction of both doctors and nurses, along with the clinic’s commitment to its goal of having 100 percent of its beds connected to the computerized mobility solution, will only lead to increased use of the Motion C5 MCAs.

For example, in the palliative care unit, where three tablets have been deployed for use by Dr. Dona and the nurses, many specialists who regularly visit end-of-life patients will be able to make recommendations for care at the patient’s bedside with the help of the new C5vs.

According to Dona, “The Motion C5 MCA improves the readability and clarity of treatment, strengthens the user identification system for better patient security and frees up time for nurses. In the end, the big winner is the patient.”

So impressed with the benefits of the mobile point-of-care solution, in late 2010, CESH added the latest C5v MCA to its mobility efforts. The latest version of the C5v includes the power and performance of the Intel® Core™ i5 vPro processor with enhanced, integrated security capabilities, Corning® Gorilla® glass for advanced display protection and a web camera to further improve communications and collaboration.

