PX SOLUTIONS

Cortellucci Vaughan Hospital

Location: Vaughan, ON

Market: Healthcare

Executive Summary:

PX Solutions enables Cortellucci Vaughan Hospital to cut operational costs and deliver exceptional patient centered care and inpatient experiences.

Constructed in September of 2020 and opened in June of 2021, Cortellucci Vaughan Hospital (formerly Mackenzie Vaughan Hospital), offers full services and 350 hospital beds to the communities of West York, particularly King, Richmond Hill and Vaughan.

"This exciting announcement is a key step forward on our 'smart' hospital vision and ensuring we're providing our community with exceptional health care that makes a significant difference. Patient-centred technology helps health care providers create a seamless care experience, all the while supporting recovery and education right at the bedside."

Mary-Agnes Wilson, Executive Vice President, Chief Operating Officer and Chief Nursing Executive, Mackenzie Health

Business Challenge:

Mackenzie Vaughan Hospital was under construction and destined to be a "smart" hospital. The leadership team wanted to adopt a patient centered technology that would help healthcare providers create a seamless care experience for patients, all the while supporting recovery and education right at the bedside.

Solution:

When Mackenzie Vaughan Hospital opened, 325 of its beds were by PX Solutions, with GetWell Inpatient available in every patient room through smart TVs and bedside tablets. The solution included patient experience project integration with EPIC, education, meal ordering, medication, entertainment (IPTV with Rogers video on demand), in room controls and patient white boards.

Benefits:

GetWell Inpatient's patient engagement technology delivers personalized health support at the bedside helping patients understand their condition, learn about medications, control their environment, prepare for discharge and more.

An admitted patient is automatically assigned educational content about their specific procedure, the medications they have been prescribed and the next steps before they are discharged from the hospital. Patients also have access to their appointment list and an electronic whiteboard that provides information on their care team, their medication schedule, and the goals for recovery. During their stay, patients can order meals and control the temperature and lighting within their room without having to call a nurse. Digital signage outside of each clinical room entrance provides the patient's status (i.e., fall risk) for clinical staff or family members and visitors.

For health care professionals, this means spending less time filling out paperwork and locating equipment and more time for patient care.

- By eliminating inefficiencies with caring for a patient, clinicians can optimize care and reduce burnout
- Improve every patient interaction
- Prevent patient falls and other risks with education videos for recovering
- Receive actionable data that provides a real time window into the patient's status
- Reach more patients without adding staff and allow teams to manage by exception
- Ensure patients understand what to do, when to do it, and why
- Reduce hospital length of stay

For patients, it means more control, increased convenience, deeper knowledge, and a better overall experience. It also:

- Enhances safety and security features within the hospital
- Improves patient health & experience, staff/clinician experience, and leads to more efficient use of human resources
- Positively impacts cost per weighted case and operational cost savings
- Lowers re-admission rates thanks to better patient recovery instructions and education