



# The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

## Final Copy of Case Study

**Status:**

Laureate

**Year:**

2013

**Organization Name:**

The Nemours Foundation

**Organization URL:**

[www.nemours.org](http://www.nemours.org)

**Project Name:**

Nemours Children's Hospital

**Please select the category in which you are submitting your entry:**

Innovation

**Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less.)**

The Nemours foundation is building the "hospital of the future" in Orlando, Florida. Utilizing advanced technologies and creative innovations, Nemours is creating a world-class healthcare experience for children. The Application Development team built several key applications focused on the patient and parent experience. Two examples include the Patient Care Display (PCD), and the Clinician Profiles. The PCD (Appendix 3) is a live display mounted outside each inpatient room replacing the old-school magnet board. The display is updated directly from the electronic medical record, displaying up to 22 different icons (Appendix 2) providing real-time information to care providers such as fall-risk, latex allergy, even showing the patient's birthday. The Clinician Profiles

integration event triggers when a care provider enters a patient's room. The integration identifies the individual passing an active badge reader, pulls information from several systems, including a photo of the individual, and displays a profile of the care provider on the inpatient room television, and bedside television. The alert does not interrupt what the patient is watching on the television. (Appendix 1) These two innovations are focused on providing a unique and memorable patient and parent experience. Both the PCD and the Clinician Profiles add a wow factor to their stay, but also impart how Nemours is using technology to care for the child.

**When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)**

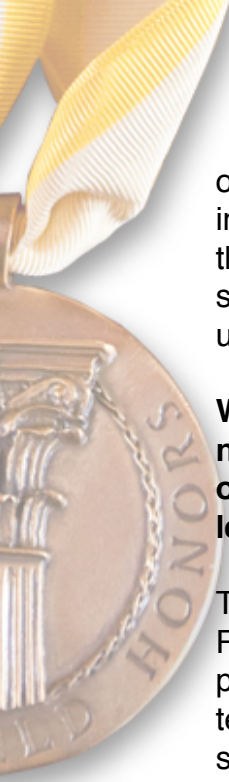
The Nemours Children's Hospital opened the doors to the first patients on October 22, 2012. The Patient Care Display (PCD) went live with 95 installations, one for each inpatient room. 141 Versus IR (Infrared) sensors at NCH. The server side technology has been updated for the PCD to accommodate new patient scenarios since go-live.

**Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)**

In both cases, the integration/development projects will be incorporated in a new tower of the Alfred I. duPont Hospital for Children (N/AIDHC) in Wilmington, DE.

**Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)**

This project, and the desire to advance integration capabilities, has helped Nemours deliver on the dream of a hospital of the future. Personal quotes: "SoftwareAG has helped Nemours build our hospital of the future by enabling us to be a hospital like no other, today." - Tess DePalma, Associate Chief of Information Technology "With webmethods, we no longer concern ourselves with how the integration will till take place. Instead, we ask when, and with whom. We can now focus more on the problem and less on the solution." - Louis Savoldy, Application Engineering Supervisor "Nemours continues to challenge the Application Integration Team with innovative ideas and concepts to achieve our goal of delivering a fully integrated hospital. SAG webMethods empowers our integrations team to deliver agile solutions to this ever-evolving Healthcare environment. " - Damien Carey, Application Integration Supervisor "At the onset



of the Nemours Children's Hospital project, there was a clear need for strong integration of various systems. webMethods provided the needed functionality that allowed us to integrate disparate systems such as building management, security, and clinical systems to create a unique and unified experience for our user community and our patients." - Bernie Rice, Chief, Information Technology

**Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)**

The key focus of both the Patient Care Display (PCD) project and the Clinical Profiles project is innovation. Nemours is looking to differentiate from others by providing creative and innovative solutions in-house to leverage existing technologies in different ways, and to reduce cost by providing integration solutions where vendors cannot.

**If there are any other details that the judges should know about this project, please note them here. (In 300 words or less.)**

In just a few short years, doctors and care providers at the patient bedside have gone from limited technology use and resistance to new technology to advocates for more technology use. Nemours doctors and nurses now carry powerful hand-held devices with access to medical information, alerts, and communication. The Nemours Foundation recognizes that quick access to information at the point of care is an important factor in the future of healthcare, and we are working on creative and innovative solutions to provide care providers with the right information at the right time.