



case study

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moving you forward

“We heard that the nurses were very happy and complimentary about their new mobile carts. This was great news to hear.”

*Andy Kyriakos,
Ergotron Territory
Account Manager*



Canadian-Based Hospital Ensures 24/7 Ergonomic Workflows in ER

As we well-know, the use of electronic health record systems has increasingly become widespread in clinical settings. Doctors and nurses used powered carts, known as computer on wheels (COWs) and workstations on wheels (WOWs) to bring electronic medical record charting to the patient bedside. Unfortunately, some features hindered their ease of use, safety and reliability due to battery charge issues.

One of Canada’s Ontario-based hospitals, with a legacy of quality care and a reputation as an elite technology innovator, grappled with these challenges in their EHR cart fleet.

Their carts, bottom-heavy with a 50 lb SLA battery at the base, were difficult to transport so nurses avoided using them. Instead, they put the COWs out in a temporary charging “pasture” or parking area. Space consideration was key, they didn’t want to keep a large group of carts charging; they wanted something that would keep the carts powered throughout the shifts and a hot swappable battery system was mentioned as a powered option.

In addition, the hospital had twin goals of shortening duration of waits and improving turnaround times, which also drove the need for new carts. Because they handled so many emergency room visits a year, on a constant day-long and year-long basis, they needed a solution that fulfilled the requirements of both the IT department and emergency staff.



Lightweight, high-capacity Lithium-ion battery delivers long, reliable run-times

Simple, stylish and ergonomic design makes it easy for caregivers to install and remove the battery using one-handed operation

They wanted a solution that was easy to use and lightweight, but more importantly with a swappable power system that didn't require IT servicing. It slowed the staff down to take any carts off the floor, much less having multiple carts out of service to charge or not in use. This would help them avoid losing critical patient data entry throughout the shift, and help improve workflow for the entire team without patient interruption. Searching for alternative products, the hospital's wish list for new EHR carts included:

- *Lighter weight for maneuverability*
- *Easier charging by nurses to reduce demands on the IT department*
- *Reduced battery problems to ensure continual data uptime*
- *Reclaimed space allotted for charging stations*
- *Improved workflow for the entire team without negatively impacting patients*

The Solution

In an effort to revolutionize their workflow, the IT team tested several brands and models of cart before choosing Ergotron's StyleView® Medical Carts and integrating Anton/Bauer's Elora™ Modular Battery System into the nimble, non-powered carts.

The key to the total value proposition for this vital ER workflow reform?

"A space-saving footprint, maneuverability, ergonomics and battery life, were all important. For their environment specifically, the great flexibility and scalability of a non-powered cart with a light battery that can be swapped out in two minutes, was ideal," said Andy Kyriakos, Ergotron Territory Account Manager for Eastern Canada. "The compact footprint lets nurses get closer

to a patient's bedside, while staying connected to critical data. That makes for more face-to-face time and higher engagement on the part of patients and nurses."

After test driving a variety of demo carts with differing functionality from several major manufacturers, the hospital adopted 32 new StyleView carts with the SV Hot Swap Power system, which were deployed to two sites within the healthcare system.

What swayed the selection committee most? "It was the complete package and the ease of use," said Kyriakos. "They rolled out these carts in one wave. Because leaders in the areas were pre-trained, they could get their staffs up to speed quickly on how to care for the cart and swap out batteries. The deployment took less than an hour for each cart, though the preconfigured carts took a little longer. The nurses were very happy with their new mobile carts and we've heard nothing but complimentary comments in the months since."

The Outcome

The nursing staff was excited about the new powered carts because they offered ergonomic features like independent screen positioning and an adjustable keyboard so nurses can see the screen clearly and instantly adjust the height for standing or seated use. Comfort and safety were especially important to the staff, in addition to keeping the cart in the workflow all day.

The StyleView model they chose weighs in at just 50 lbs (22.7g), so even fully loaded it's easily maneuverable. Plus, the swappable power system meant that the equipment would work the way the way nurses do, and be available when they need it. Nurses don't get to have downtime – why should their EHR carts?

At the same time, IT leadership and hospital administrators could instantly see even more benefits of the new solution when considering fiscal savings. They would have needed 16 extra carts if they had stayed with their old powered carts, to take the place of ones out of commission for needed service, repair, battery replacement, or just ordinary, every-5-hour recharging.

For administrators, a critical factor in their decision-making was lifelong cost of ownership. Ergotron's flexible and scalable solution solved the nagging issue with mobile carts: what to do about power and battery life. A sturdy cart decreases overall operating costs by protecting the reliability of any batteries and electronics on-board, and against the untimely loss of critical patient data.

In addition, separate mobile medical workstation and battery systems benefit the hospital through the flexibility to adapt and upgrade as technology and workflow evolve over the life of a cart, which is typically five to seven years. For hospital systems with existing non-powered carts, they have the option of upgrading their fleet rather than buying new. It's a less costly alternative than scrapping carts that are otherwise serviceable and in good condition.

The complete package met all their ease of use, battery uptime, safety and security requirements. This successful deployment demonstrates Ergotron's commitment to bringing healthier movement into nursing, and supporting technology usage in the ever-changing workflow.

For more information about Ergotron, visit healthcare.ergotron.com

