

Improving Efficiency for Hospital Facilities Teams

CASE STUDY

HOW WE DID IT

Methodist Hospital | Specialty and Transplant building maintenance staff were logging 90 TV-related trouble calls from patient rooms monthly. The hospital wanted to lower the impact to staff and provide a better TV experience for patients.

By replacing the outdated analog TVs with new HD smart TVs and upgrading the patient engagement solution software to Allen's latest E3 patient engagement solution, trouble calls have dropped dramatically with significant staff time saved.



Methodist Hospital Specialty and Transplant is known for having the largest living donor kidney transplant program in the nation. The goal of this program is to provide exceptional care for patients suffering from chronic kidney disease.

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THE CHALLENGE

Hospital patients spend about 11 hours a day watching television. With little else to pass the time while in the hospital, patients count on the TV as a welcome diversion, an entertaining distraction and their connection to the outside world.

A TV that doesn't work well, has intermittent service or is too difficult for a patient to use does not make for satisfied patients. Those service issues also add workload to building maintenance staffers who must be called into action to resolve technical issues as quickly as possible.

San Antonio's 217-bed Methodist Hospital | Specialty and Transplant is a bustling medical center, logging nearly 41,000 total patient stays in 2019. Utilizing older analog

TVs in many patient areas, the hospital's two-person building

“Changing to Allen E3 smart TVs reduced TV trouble calls an incredible 82 percent.”

tech maintenance team was often fielding up to 90 TV-related trouble calls in patient rooms monthly. TV trouble calls received on weekends and after hours were also becoming a challenge in ICU areas as more visitors were utilizing TV services at times when maintenance team staffing was lower than during the work week. The hospital needed a solution to improve television service and reduce the time spent resolving TV issues.

“Maintenance techs are resolving issues in as little as one-fourth the amount of time previously required.”

THE SOLUTION

Nate Smith, hospital director of facilities management, discussed the issue with Allen Technologies, whose interactive patient system has been running on the hospital's traditional televisions since 2012. Allen

analyzed the situation quickly and determined that the older analog TVs were not keeping up with technology and were becoming difficult to maintain over time.

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Allen offered an immediate solution: replace the outdated analog TVs with new HD smart TVs and upgrade the patient engagement solution software to Allen's latest E3 patient engagement solution.

"As hospital patients are seeking improved entertainment options, enhanced patient education, and digital interaction with hospital systems and staff, many hospitals are discovering the exceptional benefits of upgrading to smart TVs running Allen's E3 patient engagement solutions," said Robert Jensen, vice president of experience & outcomes.

"Offering high quality at a low price point, upgrading older TVs in patient areas can quickly enhance the patient experience, improve TV uptime, and reduce trouble calls and interruptions in the patient room," he said.

After carefully evaluating the hospital's existing equipment and needs, Allen put together a phased approach to upgrade TVs and system software throughout patient areas. The plan considered several goals including a fast turnaround in each patient room, flexibility in scheduling, and zero disruption to clinical teams.

With smart TVs installed, the hospital now could also take advantage of Allen's ongoing enhancements to its E3 interactive patient engagement solution, improved ease of use, a more visually appealing experience, and an intuitive and powerful interactive interface.

The result: a crisp, clear HD experience that patients expect and enjoy - and an impressive reduction in service calls.

THE RESULTS: A WIN FOR MAINTENANCE AND PATIENTS

Since the hospital's upgrade to Allen E3 smart TVs, trouble calls have declined an incredible 82 percent on average across its installed units. And when a rare tech support call comes in, technicians have reported they are resolving issues in as little as one-fourth the amount of time previously required.

Not only is the maintenance staff working more efficiently, but patients are more satisfied. "Nursing staff members were spending up to 10-15 minutes in the patient room explaining how to use the TV system," said Deborah Nichols, MSN, BSN, RN, 5th floor nurse director. "Now we are able to use that time for patient care. Our patients like

the new system's menu design and iconography, and they find it easy to use."

In coming months, Methodist Hospital | Specialty and Transplant plans to launch additional interactive features, EMR integrations, and therapeutic music solutions through Allen's E3 patient engagement solution.

THE VALUE OF E3 ON SMART TELEVISIONS

Allen introduced the first interactive patient engagement solutions on hospital-grade smart TVs in 2015. By eliminating the need for a separate set-top box or other interactive hardware, the E3 smart TV solution is fast to deploy with fewer issues later.

Upgrading to interactive smart TVs creates a strong end product that empowers patients to enjoy high-quality TV and interactive services while significantly improving staff efficiency. The solution is ideal for hospital new construction and renovations, as well as for facilities updating old or energy-inefficient technology.

ABOUT ALLEN TECHNOLOGIES - a Sentric Company

Allen Technologies, the pioneer of interactive patient solutions for nearly 40 years, transforms the way hospitals engage, educate and entertain patients. Allen Technologies helps hospitals impact patient outcomes, improve patient satisfaction and achieve operational efficiencies. Allen's multiplatform interactive patient engagement system, delivered via television, tablet and bedside monitor, is a robust patient-centric portal for customized patient education, in-room comfort control, and entertainment. Allen is the leader in interactive patient engagement solutions for smart TVs. Allen's E3 Patient Engagement Solution integrates seamlessly with electronic medical records and system platforms including HVAC, housekeeping and food service systems. Learn more at www.engagewithallen.com or www.facebook.com/allentechnologies.