

Allen's Interactive Patient Engagement Solutions



Making a Difference at El Camino Hospital

At El Camino Hospital in Mountain View, California, the commitment to technology is imbedded in its very mission. "Everything we do is based on the deep belief that improved technology leads to improved patient care," notes the hospital on its website.

For the past decade, Allen Technologies' E3 interactive patient engagement solutions have been an integral partner in helping El Camino deliver on those words. Since 2009, the Silicon Valley hospital, which was named the most technologically advanced hospital in the world in 2014, has deployed Allen's solutions to improve patient satisfaction, patient comfort, and sense of control. But the Allen solutions have also delivered additional benefits to the hospital: improved staff efficiency and reduced energy costs.

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Interactive Technology to Educate Patients

Since 2009, El Camino's 300 patient room televisions have featured Allen's E3 interactive patient engagement solutions. The easy-to-use screens guide patients to important patient health, safety and home recovery information. From admission through discharge, the hospital makes the most of the interactive system to keep patients informed and engaged. The goal is to have patients feel as comfortable as possible while there, and be better prepared for discharge so they are less likely to be readmitted.

Upon admission, patients are pre-assigned health education videos on topics like fall prevention and hand hygiene. Then, El Camino's nurses use the Allen system to assign health education videos to patients based on their condition. These videos reduce the time that nurses spend providing health education for patients.

Improving the Patient Experience

The hospital also uses Allen E3 to encourage patient feedback without adding workload to nurses.

Since launching patient surveys on E3, the hospital saw an immediate uptick in both patient feedback and HCAHPS

Impact of Allen E3 at El Camino Hospital

- \$101,000 annual energy savings
- Dramatic reduction in nurse & staff interruptions for room temperature calls
- Immediate uptick in patient feedback
- 5 hours/month savings in nursing time related to meal orders

scores. For the hospital's busy staff, perhaps the best part about the Allen patient survey is the fact that it generates the feedback with no extra workload or intervention required by the nursing or marketing teams.

Allen's E3 solutions also let El Camino patients access numerous services that otherwise would have required a phone call to a nurse for assistance. Patients can request everything from spiritual services to a musician visit or even an art session or pet therapy.

Guests also use the system to order meals for room delivery. Using the pillow speaker and television, guests select menu items, delivery time windows, and pay for the food without having to ask for nursing staff assistance. By reducing calls to nurses, nurses are able to focus on primary medical care, saving, on average, five hours per month.

Using Allen to Increase Efficiencies

Perhaps one of the most innovative ways that El Camino and Allen Technologies have partnered is the one also generating the greatest financial returns. In 2014, the hospital launched Allen's Climate Control and Intelligent Environment integrations. The Climate Control Module gives patients control of their room temperature from their bed, while the Intelligent Environment Module automates the control of occupied and unoccupied rooms through the building automation system.

"Over 12 months, patients adjusted their room temperature through E3 more than 123,000 times, resulting in dramatically decreased nurse and staff interruptions related to temperature change requests and adjustments," says Marty Kobaly, technical projects manager. In addition, El Camino Hospital reports a savings of \$101,000 over the past year related to the energy savings feature integrations with Allen.