

PUTTING ‘HOSPITAL’ITY IN THE HOSPITAL

HD Interactive System Gives Patients More Control of Their Care and Comfort

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Lying in bed watching the latest blockbuster movies while ordering room service from your TV might give one the illusion of staying at the Four Seasons, but for Torrance Memorial patients this will be more than just a figment of the imagination. When the Lundquist Tower opens, the 256-bed facility will provide a brand new level of patient experience through an Interactive Patient System (IPS).

“Our goal for the new technology is to provide a more comfortable and positive experience for each patient by giving them back many of the same personal choices and controls they have at home, in a hotel, or even on an airplane. Little things we take for granted, like the freedom to choose what to eat for dinner or what movie to watch haven’t traditionally been options for someone who is hospitalized. For this reason, patients often felt a loss of control and a little removed from their own care,” says Sean Yokoe, RN, manager of the Progressive Care Unit. “By giving patients more choices and more control of their care experience, we’re enabling them to become more empowered and engaged, which will increase their satisfaction levels and ultimately improve their medical outcomes.”

The new Allen Technologies IPS will offer a turnkey solution that includes software, 40” HD televisions in patient rooms, expanded television channel choices, movies on demand, health education videos and the eventual ability to order meals from a room service-like menu.

“At the hospital’s opening, they will be able to access the internet, watch movies on-demand, play video games, and listen to music. Capabilities will eventually expand to enable patients to request a variety of additional hospital services, including a visit from a volunteer, patient services representative, spiritual care giver or a pet visitation dog all through their hospital TV,” Don Van Buren, director of Media Services, says. “Future plans also include the ability to request housekeeping services and purchase gift shop items using the system.”

Upon admittance to the hospital, a “Welcome” video will orient patients to their room and relay safety information about topics ranging from infection control to avoiding falls. A message from Torrance Memorial President and CEO Craig Leach will greet patients and communicate the hospital’s Mission & Values and Philosophy of Care. There will also be short video clips about clinical departments that a patient may encounter during their stay. “An



example might include the director of Radiology welcoming patients and discussing how they work to limit radiation exposure during imaging studies,” Van Buren says.

Health education videos, customized to various conditions such as heart health, diabetes, and maternal care will be available on-demand to help patients learn about managing their conditions, improving their outcomes, and transitioning to their home once hospital treat-

ment is completed. “Our new system provides a fresh communication channel for patients and clinical staff,” says Van Buren. “Having relevant, informative videos about a patient’s condition, medications and treatment available on-demand allows patients a better opportunity to have more in-depth dialog with their doctors and nurses. It will only increase and improve opportunities for healthier outcomes.”