St. Luke's Episcopal Hospital

Embracing Advanced Technologies for Enhanced Efficiencies

THE FACILITY

St. Luke's Episcopal Hospital has been a leader in the Texas healthcare community and on the forefront of new advances in heart health and technology for over 60 years. St. Luke's Episcopal Health System contributes to enhancing community health by delivering superior value in high-quality, cost-effective acute care. As a community teaching hospital and a tertiary referral centre, the Hospital serves both the greater Houston area and the global community.

ST. LUKE'S® Episcopal Hospital

6720 Bertner Ave.
Houston, TX 77030

CHALLENGES

When it came time to begin renovations on their medical tower in Houston, they wanted a Nurse Call system with leading-edge technology. Ensuring faster response times by nurses to patients was one of the main requirements for the new Nurse Call system. St. Luke's was looking for a solution with a flexible range of call types, alarms and display options that embrace today's IP technology.

SOLUTION

St. Luke's chose to install Austco's all-in-one patient station, which provided the flexibility and range of options needed to help facilitate the first steps in faster response times. Each patient station can be configured for a private or semi-private room with varying levels of call types. This allows the nursing staff to discern between patient calls, staff assist and code calls with ease. Having "clean mode" and "cord out" distinction allows for fewer false calls.

A favorite feature of the nursing staff is the colored alphanumeric LED Annunciators. The LED annunciators provide an audio and visual notification of all active calls by displaying a text message with the alarm information as well as sounding an accompanying alert tone based on the priority of the call.

OUTCOME

In November 2012 St. Luke's Episcopal Hospital received its ISO 9001:208 certification for compliance with the quality management system under the American National Standards. The three key requirements that St. Luke's was able to achieve were providing consistent patient care, improving patient satisfaction and continually improving goal-based performance. St. Luke's has been able to fully implement their Austco Nurse Call system in seven areas of the medical tower (160 beds).

Debbie Mathews is the Nurse Manager on the VIP Floor of St. Luke's who gives her feedback on the Nurse Call System. "ATIntegrations has been able to customize the Austco Nurse Call System to fit the needs of this area of the facility by making the system as quiet as possible so as not to disturb the patients. As soon as a call is activated, a message is sent directly to pagers that each staff carry with them. This insures fast response times for staff. As medicine evolves, the system has evolved as well. Two years ago we were not talking about response times, today I can go and produce a report to show the response times. I love the system, and Ron's exceptional service; he goes above and beyond."

Advanced Technology Integration
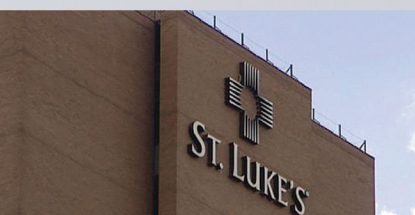
For further information on ATIntegration mentioned in this case study, please visit: www.atintegration.com