CUSTOMER CASE

Centre Hospitalier Memorial de Saint-Lô, France
Centre Hospitalier de Coutances, France

Technology at the fingertips for better patient care

Agfa HealthCare rose to the challenge of integrating a secure patient record with useful information and entertainment for patients on the same electronic touchscreen terminals.
Technology reinvents the hospital stay

The intuitive, simple interface means the caregivers learn to use the functionalities very easily. This is a real plus because it means the caregiver can stay longer in the room.”

Francis Breuille, IT Director

The close proximity of the Centres Hospitaliers of the cities of Saint-Lô, Coutances and Carentan, as well as their mutual ambitions, led them to form a Regional Hospital Community (CHT) of Central-Manche. The establishment of a common Electronic Patient Record (EPR) shared not only between the three hospitals but also with city health professionals was a key objective of this CHT. The implementation goals, driven by Thierry Lugbull, Director of the CH de Saint-Lô and the CH de Coutances, and coordinator of the CHT, were to improve the quality of patient care, control costs, meet the expectations of the users and keep the information system as close as possible to the patients, while ensuring security. The issues of the isolation of hospitalized patients and the accessibility of the EPR within the room were answered with a multimedia terminal integrating a customized software solution, adapted for touchscreens and usable by both patient and caregivers.

Agfa HealthCare’s contribution

Agfa HealthCare provided a comprehensive and integrated set of functionalities, and met the challenge of touch technology to quickly achieve a complete overhaul. The team’s attentiveness and professionalism, based on long experience in the hospital sector, were decisive.
The EPR close to the patient, with complete safety
The nurses also use the touchscreen terminal, to consult or enter data into the patient file, or to check the patient’s history safely, while staying at the patient’s bedside. “This is a real plus because it means the caregiver can stay longer in the room, in contact with the patient,” explains Dr. Pierre Balouet. The nurse’s ID card protects access to the data and makes it possible to trace the information input. “The control and administrative validation functionalities make the nurse’s work safer, especially in terms of prescriptions,” adds the doctor.

Customized, efficient ergonomics
Touchscreen technology can meet data accessibility requirements, making it a promising and sustainable solution. In 2011, Agfa HealthCare was selected for the quality of both its offer and its responses to the challenges of the project, based on a customized and adapted ORBIS solution. To facilitate the process of acceptance and ownership, the ergonomics of ORBIS were completely redesigned, resulting in ORBIS Touch. “The interface underwent a complete overhaul, and was natively redesigned to run with touch technology,” says Francis Breuille. “This evolution of ORBIS was designed to meet our needs,” Dr. Balouet explains.

Bedside EPR in every department
During the pilot phase, 30 touchscreen terminals were installed in rooms in the visceral surgery and internal medicine units of the Centre Hospitalier of Saint-Lô. The patient health terminals will be installed in over 400 beds. At the same time, the CHT’s EPR, based on ORBIS, will be deployed. The CHT has dubbed this project to computerize the production of care “TACTILIS”. From the management of the medical file to the organization of appointments, passing through laboratory
information and imaging, the goal of TACTILIS is to comprehensively cover the computerization of all of the practices of the two hospitals.

Towards a paperless hospital
The CHT also aims to manage its archiving electronically, while its move to adopting the HYDMEDIA solutions shows its strategic desire to become a paperless hospital. HYDMEDIA will “fossilize” the physical archives, while allowing access to the electronic version via ORBIS. “HYDMEDIA is to ORBIS what Google is to the internet: it gives rapid access to a powerful search tool,” comments Dr. Balouet.

Agfa HealthCare’s vision and experience
“The partnership with Agfa HealthCare was essential, and Agfa HealthCare demonstrated that it was attentive and responsive. Our project benefitted from Agfa HealthCare’s vision, experience and professionalism,” comments Francis Breuille. “We are very satisfied with our choice of ORBIS, which is a rigorous solution that meets our needs, especially in terms of the product settings. TACTILIS is just starting out, but it is clear that the first steps have been met through the close collaboration between the teams, the availability of the Agfa HealthCare teams, and the compliance with the agreements.”

The Centres Hospitaliers of Saint-Lô and Coutances are among the first in France to install multimedia touchscreens throughout the entire hospital environment, especially at the patients’ bedside. This is a guarantee of simplicity and interaction between the patient and the care team.

Did you know ...
- The project made use of a multidisciplinary team called the “Groupe Opér” that was responsible for settings, training, accompanying and managing the change, with Agfa HealthCare. Dr. Balouet, the project director, was accompanied by Nathalie Bisson, Health Manager and the operational project manager, as well as Martine Briard, Medical Secretary, Anne-Marie Chapelle, Nursing Aide, Stéphane Rault, Computer Engineer and the technical project manager, a project assistance, and Francis Breuille, IT Director. The team will be further strengthened by the addition of two nurses in 2012.
- The CHT Centre Manche has more than 1,200 beds.
- Classified as a historical monument, the Centres Hospitaliers Mémorial of Saint-Lô paved the way for modern hospitals after the Second World War. When it was opened in May 1956, with its up-to-date design by specialists, it was considered “the most modern hospital in France, and even in Europe.”
- The long-term care facility (L’Établissement d’Hébergement pour Personnes Âgées Dépendantes (EHPAD)) of Coutances houses 269 dependent persons needing care.
- The EHPAD of Carentan houses 198 residents.
- The TACTILIS project required:
  - 3 years for deployment;
  - 3,500 project days by CHT personnel;
  - 1,800 project days by Agfa HealthCare.
- The EHPAD of Carentan houses 198 residents.