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## Wayne Memorial Hospital—Deploying Wireless to Improve Patient Care



Wayne Memorial Hospital is a 98-bed hospital in Honesdale, Pennsylvania. The hospital, which is part of the Wayne Memorial Health System, serves patients in northeastern Pennsylvania and part of New York.

The hospital is committed to providing its patients with the highest level of care. To that end, Wayne Memorial is continually looking for new ways to improve the efficiency of its staff and the quality of patient treatment. Recently, the hospital decided to implement a wireless LAN (WLAN) to take advantage of advances in mobile technology and improve patient care.

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Tom Hoffman, manager of Information Services Wayne Memorial Hospital

**OBJECTIVE**

**The challenge—hospital needed a prescription for reliable wireless performance**

Few industries have benefited from mobile technology as much as the healthcare industry has in the past several years. As a result, doctors no longer need to write out prescriptions—they can now type a prescription into a PDA and have it automatically sent to the pharmacy. Nurses no longer need to carry clipboards on each patient—now they can complete all documentation on a computer on wheels and have it immediately available for authorized staff to review throughout the hospital.

Wayne Memorial Hospital decided to implement a WLAN to capitalize on the benefits of mobile technology. They needed a wireless solution of choice to provide highly reliable wireless network access to deliver care for patients. In addition, the solution would need to provide unprecedented levels of security, so that patient data would always be secure and the hospital would remain compliant with Health Insurance Portability and Accountability Act (HIPAA) regulations.

Wayne Memorial initially deployed wireless access points from a competitor. However, the hospital found that the access points lacked sophistication and did not provide required reliability. This still left an apparent need for the proper solution.

**APPROACH**

**The solution—HP ProCurve WLAN was just what the doctor ordered**

Wayne Memorial Hospital worked with Data Capture Solutions, a leading provider of mobile device and WLAN solutions to the healthcare market, to identify a WLAN solution that would meet its stringent criteria. After a careful evaluation, Wayne Memorial purchased technology from HP ProCurve.\*

“We opted to go with Colubris<sup>\*</sup>, a company that provides great technology that meets all of our needs and offers the best customer support available,” said Tom Hoffman, manager of Information Services at Wayne Memorial Hospital. “Colubris<sup>\*</sup> understands our needs and the needs of customers in the healthcare space, and is willing to work with us to ensure that our wireless network is always running smoothly.”

\* The products referred to in this publication were developed and sold by Colubris Networks Inc, which was acquired by HP ProCurve in 2008. References to HP ProCurve herein refer only to Colubris Networks Inc. or those products acquired from Colubris Networks and not the HP ProCurve product line generally.

Wayne Memorial initially purchased 40 HP ProCurve MultiService Access Points (MAPs), three HP ProCurve MultiService Controllers, and the HP ProCurve RF Manager to use in the hospital's main building. HP ProCurve's intelligent architecture delivers superior performance, efficiency, and scalability to Wayne Memorial. The easily configurable access points offer plug-and-play functionality and seamless roaming capabilities, while the controllers provide centralized management and control.

Wayne Memorial has initially deployed the MEDITECH healthcare information system over the HP ProCurve wireless network. With MEDITECH, each nurse's cart in the hospital has a thin client placed on it. Pharmacists are able to place drugs on the cart along with dosage instructions, while nurses can dispense the drugs and complete the proper documentation on the thin client. In addition, doctors are able to bring the carts into patient rooms and look at nurses' documentation while they examine their patients.

"The way that our hospital staff works is dramatically changing, thanks to our Colubris\* wireless network," said Hoffman. "We can ensure that our doctors, nurses, and other staff are always on the same page, which improves the quality of care we deliver. Our nurses are now able to more quickly complete their documentation, which lets them focus on patient care, rather than on paperwork."

In addition to the MEDITECH deployment, Wayne Memorial is using HP ProCurve technology for guest Internet access. With HP ProCurve, patients and guests are able to access the Internet with a user name and password supplied by the hospital. This helps patients and guests stay connected to the outside world during long stays at the hospital. To provide security, the HP ProCurve guest access solution segregates guest access traffic from internal healthcare applications and routes it directly to the Internet.

The HP ProCurve RF Manager is used to continuously monitor the network, detect and prevent intrusions, and produce HIPAA compliance reports. The RF Manager works in conjunction with HP ProCurve MAPs, providing an integrated solution that was easy and cost-effective for the hospital to deploy.

Hoffman says Wayne Memorial is planning to broaden its use of HP ProCurve technology in the near future. The hospital is planning to roll out a computerized physician order entry (CPOE) system, which will run over the HP ProCurve network. The CPOE system allows doctors to enter patient treatment instructions electronically, thereby reducing errors in transcription. Ultimately, the system will increase the speed of care, provide error-checking for doses and treatments, and simplify inventory.

In addition, Wayne Memorial is looking to equip its satellite locations—including doctor's office buildings—with HP ProCurve equipment. Coupled with the CPOE system, this will allow doctors to be more mobile and take even greater advantage of wireless technology.

"The potential of wireless technology in the healthcare market is so great. We know that we are just scratching the surface of everything that we can do with it," said Hoffman. "Fortunately, with Colubris\* we have a wireless infrastructure in place that will scale to support our needs as we look to deploy new and exciting mobile applications."



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