



Hugs 
Infant Protection

Hugs News

A newsletter on infant protection

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A new tool for clinical workflow

The new Hugs 6 software features prominently at Memorial Hermann

There's nothing like moving into a new facility to make you rethink every aspect of patient care. This was certainly the case in the planning of Children's Memorial Hermann Memorial City, located in Houston, Texas.

The new hospital is part of the Memorial Hermann Tower, an ambitious project in suburban Houston to bring the healthcare services and programs of the established Texas Medical Center in downtown Houston to more people across the region.

Children's Memorial Hermann Memorial City is an integral part of this impressive 33-story landmark, and has been designed to meet the unique medical and emotional needs of children. In addition to access to leading pediatric specialists, there's a "town center" with tree-lined corridors and street lamps, and a variety of themed hospital rooms designed to appeal to kids.

There's also a brand new Hugs system (installed by Hugs dealer AudioLink Technologies) with plans to add a Pedz system. In fact, according to Elizabeth Lee, RN, MSN, director of Children's Services at the hospital, a key reason that Memorial Hermann chose Stanley Healthcare as its patient security partner was that it could cover the entire patient population. "One of the things that was important to us was integration of all the systems: the peds system along with the nursery system and the NICU," she says.

This is particularly important given that the hospital occupies three floors of the tower, with Labor and Delivery on the third floor, the Well-Baby Nursery and Postpartum on the second floor, and a Level III NICU and the Pediatric area on the fourth floor. There is inevitably a high number of transfers between all three floors, and making this safe and easy was a top priority. "The system allows us to customize



The state-of-the-art Memorial Hermann Hospital

how it works, so that we can group areas into zones for easy movement," says Ms. Lee.

The hospital is also looking forward to some of the key features of the new Hugs 6 software, especially the large census view (see page 2 for details). "We've actually incorporated a 'chalkboard,' a 42-inch screen that we can customize with whatever patient information we want to put on it. We can have physicians come in, look at the screen, see where the baby is and what's going on with the baby."

From the nursing staff's point of view, chimes in Norma Bynum, manager of the nursery, Hugs' many options for alarm annunciation are a definite plus. Memorial Hermann is using both text-to-speech and integrated CCTV. When an alarm occurs, a voice details the alarm at each computer; and if it's an exit alarm, a video pops up on the screen showing what happened at the exit starting in the moments just before the alarm.

"It'll be nice to see that picture on a 42-inch screen," says Ms. Lee. In fact, the new Hugs 6 "chalkboard" is set to become a vital tool for the hospital's clinical workflow. ■