



case study

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Customer: Baptist Health System

Industry: Healthcare

Location: Florida

Size: Five hospitals

Project: Optimize and maintain workstation fleet

Product: Rhythm technology



## DATA-DRIVEN FLEET MANAGEMENT: HOW BAPTIST HEALTH USED RHYTHM TO OPTIMIZE MOBILE WORKSTATION USAGE

JACKSONVILLE, FLORIDA



With five hospitals in the Jacksonville, Florida area, Baptist Health was an ideal candidate for Rhythm, a cloud-based technology for fleet management of mobile EHR workstations.

The Baptist Health system maintains a fleet of 650 Enovate Sydekick workstations and 1,300 swappable MobiusPower batteries.

## Challenges

Ty Ackerman, IT Software Asset Manager at Baptist Health, needed a quantifiable way to optimize and maintain their sizeable workstation fleet. “At our Heart Hospital, we had 12 workstations on the fourth floor, yet there are only 24 beds on that floor,” he explained. “Why do I need a \$10,000\* workstation for two beds? We needed more data to size our fleet with accuracy.”

Baptist Health implemented a nine-month pilot study of Rhythm at their Heart Hospital before expanding to all five campuses. They quickly realized a wealth of valuable insight from Rhythm data.

“We had nurses complaining, ‘My battery only lasts two hours,’” Ackerman said. “The diminished battery life was a mystery because we had replaced the batteries a year ago. Why are they lasting less than two hours now? I needed to understand why.”

## Rhythm Insights

**Battery Life:** When the IT team studied the Rhythm data, they discovered that the nurses’ complaints about the short two-hour battery life were exaggerated. The fully-charged MobiusPower batteries were capable of lasting six to eight hours in this application. The Rhythm data showed that nurses were swapping out batteries with 25% remaining charge. What’s more, they were swapping in fresh batteries that weren’t fully charged – typically at 75%.

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“My Chief Nursing Officer used Rhythm’s data to better educate the nurses: *Keep using the battery until the 10% alarm. We created an educational card that also explained how the LED indicators show full charge on the charging stations.*”  
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— Ty Ackerman, IT Software Asset Manager

**Utilization:** Rhythm was able to quantify if the nurses were taking full advantage of the workstation’s mobile functionality. By creating two reports – one tracking PC usage and the other tracking workstation movements – Ackerman was able to determine if the nurses were using workstations in a mobile or stationary manner, and how to accurately size the fleet.

**Purchasing:** When the Baptist Cancer Center needed two new workstations, rather than investing in more equipment, Ackerman used Rhythm. “I logged into Rhythm and found two workstations at the Heart Hospital with the lowest utilization,” he said. “Without this data, the nurse manager would not have relinquished the units. And, instead of buying two new workstations, we saved \$20,000. One simple exercise with real data paid for almost the entire year of Rhythm across all five campuses in the Baptist Health system.”

**Workflow:** The cordless workstations at Baptist often include a battery-powered printer for labeling specimens. The nursing productivity boost from MobiusPower was squandered by constant battery swaps on the label printer. As an experiment, the IT team connected the printer directly to the MobiusPower battery. “We used the

Rhythm data to validate the power draw from the printer,” Ackerman explained. “We determined that the change would have almost no effect on the MobiusPower battery run times.”

## Benefits

**Collaboration:** Successful patient outcomes require constant collaboration, and Rhythm offered a data-driven approach to problem-solving. “Rather than both the nursing and IT departments complaining, we’re putting it all together to talk to each other and understand,” Ackerman explained. “I understand more of their clinical needs, and they understand how to use our fleet more efficiently.”

## Proactive Maintenance Supports

**the Patient:** Before implementing Rhythm, we solely depended on our nursing staff to identify the need for workstation maintenance. “We can now see issues before the nurse even realizes there is an issue,” Ackerman said. “With proactive maintenance, I can better ensure the workstation is not going to fail when the nurse is charting while the patient is coding.”

**Cost Efficiency:** Rhythm data ultimately translates into dollars. “We were able to identify a workstation that was only used 20 minutes a day on average in a month,” Ackerman explained. “So why do we need that unit? Rhythm allowed us to lower our operational cost by analyzing workflow data.”

