

Centre Hospitalier de Denain drives staffing efficiencies and patient satisfaction with Zoom Advanced Mobility

Situation

Day surgery has many advantages for the health system- an increased throughput of patients, improved surgery scheduling, reductions in staff and hospital costs and a consequent decrease in waiting lists.¹ Centre Hospitalier de Denain (CHD) in Denain, France was looking to accomplish just this when they expanded their day surgery capabilities in December 2009 after the local private day surgery clinic in Denain, which was attending to at least 2000 patients a year, closed its doors for business.

CHD was faced with the challenge of increased patient volumes requiring them to expand their day surgery patient bays from 6 to 20. In order to accommodate this they had to convert their smaller administration offices into day surgery rooms each having at least three patient bays. They also had to identify how to manage this increased patient volume without hiring additional staff to transport patients and maintain high level of patient satisfaction for the patients they were attending to.

Previous State

Previously CHD Denain managed 6 patient bays for day surgery. CHD's Nurse Manager and Care Director, identified that their current equipment posed two challenges, (i) It required two porters to push the beds, and (ii) The beds were too wide which would have accommodated only two beds in each patient room. The hospital's requirements did not align with the capabilities of their existing equipment.

Current State

CHD's vision to be the state of the art day surgery facility in Denain and Stryker's 70 plus years of patient handling innovation provided for a great partnership. Stryker marketed the Zoom stretcher solution for use in CHD's new day surgery facility. Launched in 2003, the self-propelled Zoom motorized stretcher helps ease pushing and turning effort for the caregiver. The stretcher is self-propelled requiring just one nurse to transport a patient. The stretcher's 318kg. weight capacity and 66cm width accommodates patients of varying sizes comfortably. For CHD it ensured that they had a solution that helped them save space and people required to transport patients. CHD purchased a total of 20 Zoom stretchers.

Results

CHD patient volumes increased between 2009 - 2012 from 3500 to 7000 patients. By adopting the Stryker Zoom stretchers (model 1025 and 1125) CHD was able to realize multiple benefits. They were able to increase space in their day surgery area being able to accommodate 3 stretchers versus 2 beds. Most importantly as identified by Mr. Cauchy and Mr. Burette CHD has also been able to incur a savings of approximately €120,000/year as they do not have to hire 4 porters² that would be required if they were to continue to use manual equipment such as beds to transport patients. Last but not least CHD's patient satisfaction survey results from 2010-2012 indicated that on average 95% of the patients ,who did answer the question were very satisfied or satisfied with the stretcher in their room.³ With these compelling results CHD has been able to achieve the goals they had originally set for themselves.

Conclusion

Stretcher design can impact the efficiencies of the hospital and patient satisfaction. The results at CHD indicate the Stryker Zoom stretcher can drive increased efficiencies for, product in a specific space and reduce the number of staff required to transport patients.

Class I – CE

¹ Policy Brief- Day Surgery. Retrieved from http://www.euro.who.int/_data/assets/pdf_file/0011/108965/E90295.pdf

² Calculated based on salary at CHD being approximately estimated at €30,000/porter/year per Mr. Burette and Mr. Cauchy

³ Data tabulated as an average over 3 years from CHD's SERVICE CHIRURGIE AMBULATOIRE patient questionnaire



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