

Baptist Health

The Largest Not-for-Profit Hospital Network in Arkansas Standardizes on GCX Mounting Solutions to Support New EMR System



Baptist Health was moving at top speed to roll out its new electronic medical record (EMR) system, called EPIC, across its seven hospitals. It was a huge but critical undertaking. Baptist felt that a successful EMR rollout would help the organization—the perennial winner of the Consumer Choice Award for Best Hospital in Central Arkansas—maintain its leadership position for the next decade or longer. Randy Holmes, Baptist technical coordinator, knew that EPIC's success depended, in part, on a sound mounting solution: the mobile carts and articulating arms that would support the new EMR equipment in each patient room. Before choosing its mounting solutions vendor, Baptist considered many factors including standardization, vendor support, product functionality, user adoption, and total cost of ownership. GCX emerged as the clear choice.

Customer Snapshot

NAME

Baptist Health

OVERVIEW

Largest not-for-profit hospital system in Arkansas

HEADQUARTERS

Little Rock, Arkansas

GCX PRODUCTS

- VHM Series
- VHRC Series

DEVICES SUPPORTED

1300 Points of Care – Patient Rooms, Anesthesia, ED/ER, PACU, ICU, Specialty Areas

CHALLENGES

- New EMR equipment had to seamlessly match existing workflow to ensure user adoption
- Needed custom mounting parts
- Needed a partner who could resolve issues quickly and provide project management oversight

RESULTS

- Excellent user adoption
- IDN-wide rollout is ensured

Baptist Health

User Adoption Ensured for EMR Rollout Across Integrated Delivery Network

The best EMR system in the world will fail if point-of-care professionals cannot easily access it. So Holmes chose a mounting solution that would maximize, not modify, existing workflow—because who knows the workflow better than the people delivering the care?

"The mounting solution is critical because no one is going to use an EMR device unless it's presented in a convenient, easy-to-use, and easily accessible way," says Holmes. "If it slows them down, they're going to find ways not to use it. We needed a mounting solutions provider with a portfolio of functional equipment that would match our workflow precisely so that folks working with it don't even think about the equipment. GCX mounting solutions provided those benefits."



One System Meets All Needs

Standardization was another key. Across its seven hospitals throughout Arkansas, Baptist Health appreciates both the volume purchasing (and thus cost-effectiveness) and simplicity of dealing with a single mounting solutions provider. This is true especially when that provider's equipment is modular and works on a common platform, making the mounting solution easily configurable and upgradeable.

"I'm constantly contacted by vendors telling me about their latest and greatest mounting products," says Holmes. "But GCX equipment meets every niche need we have now, and is likely to continue

as we go forward. All GCX equipment mounts to a common rail, so we know everything is backwards compatible and has a future—which saves us just a ton of time and money."

The Best Service: Expert Knowledge, Direct Support, Customized Parts

Of course, dealing with a single vendor can be a curse as well as a blessing if that vendor is unable or unwilling to provide the kinds of services and level of support the hospital requires. Baptist, by contrast, couldn't be happier with GCX National Accounts Manager David Mikulak and the company behind him. As much as Baptist sought the durability and overall quality of GCX products, Holmes wanted even more the services that GCX, through Mikulak, could deliver for the organization—such as designing special packaging to eliminate waste and reduce shipping costs, and helping Baptist manage the EPIC project.

"Dave is very knowledgeable—sometimes we thought we had the solution figured out, but Dave recommended a different configuration that worked so much better—and he helped with site assessments, he sent us demo equipment, he helped stage our deployment," says Holmes. "You name it, Dave was on it."

"I would say the customer service we've experienced has been 100 percent, or a 10," says Holmes.

Though he considers Mikulak's expertise and ongoing oversight completely invaluable, Holmes reserves his greatest excitement for his direct interactions with the GCX engineering services team. Sometimes Holmes would just call or email a GCX engineer to help resolve an issue. But other times he would need to discuss a hybrid or complete custom solution.

Says Holmes, "To talk to the engineers and describe what you're after, and have them develop a part—even though it's so specialized that it will be used in only a few workflows, like the barcode scanner mount GCX created—then let us test it to see if we like it? And then mass produce it for us? That's incredible!"

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— Randy Holmes
Technical Coordinator
Baptist Health

Continuing with a History of Success

When Baptist began evaluating mounting solutions, it also looked at other vendors including Ergotron, Flo, Rubbermaid, Howard, Tangent, and Compucaddy. Baptist was a current GCX customer; the hospital purchased its first GCX cart in 1995. When it considered this long history along with GCX's high approval among the hospital's nursing and administrative staff as well as the low GCX total cost of ownership and the company's services and support, the decision became self-evident.

"Just knowing the amount of GCX equipment that we bought and deployed and seeing the minimal problems we've had—I've been amazed," says Holmes. "It's just been a huge success."