



## Case Study

### **Jennie M. Melham Memorial Medical Center Creates a More Tranquil and Healing Patient Environment with the Help of Control Services, Inc.**

***Control Services integrated an Austco Nurse Call System and remote wireless communications network into the medical centers new \$12 Million, 23 private patient room addition and renovation***

One of the challenges of any health care facility is to create an environment where patients can feel comfortable and get the rest they need to heal and recover from an illness or medical emergency. Medical Centers also need to deploy the latest technology to maximize the efficiencies of its caregivers and to create more opportunities to interface directly and quickly with the patient.

The Jennie M. Melham Memorial Medical Center in Broken Bow, Nebraska has created such an environment with the completion of its new \$12 million facility renovation and expansion program. The new addition contains 23 state-of-the-art private rooms, an expanded nurse's station with individual computer workstations, two labor & delivery suites, examination rooms and a new networked wireless computer and wireless telephone system.

Control Services, Inc. of Omaha, Nebraska assisted in the expansion with the installation of an advanced Austco Nurse Call room system and the integration of a wireless communication network that makes it easier for patients to communicate directly with nurses when they need help or assistance. This improves staff productivity, reduces response times to patient requests, helps increase overall patient satisfaction, and improves nurse satisfaction with a sharp cut in walk time.

By delivering a message directly to the appropriate nurse carrying a wireless device, the system enables the nurse to respond quickly to a patient need or request. This advanced technology allows nurses to press a single button on their wireless phone and speak directly to the patient, eliminating the time it takes to walk to the patient's room. Staff can be mobile, spending more time on important tasks instead of stationed at the nursing desk awaiting incoming requests.

The Medical Center has also effectively eliminated all unnecessary noise associated with previous voice, alarm or tone activated patient calls or communications. This includes the call lights and tones calls outside patient's rooms and the emergency pull cords in the room and bath areas. Patients now can talk directly with the nurse station and with floor nurses when they need assistance.

The system integration and installation work provided by Control Services have helped to create a more efficient and effective hospital system that provides for overall improved patient care and recovery. The open system platform of the remote wireless and computer system also allows for easy future expansion and new system upgrades, as needed.

“Our hospital staff and administrators spend a lot of time planning and designing our new facility expansion with the goal of creating something special for our staff and the community we serve,” said Mike Steckler, President and CEO of The Jennie M. Melham Memorial Medical Center. “We have created a quiet, tranquil healing environment where patients can receive the care and rest they require to get well. We are all very proud of the results of our new rooms and overall expansion.”

“Control Services has worked with several medical facilities to improve their security, communications and data networking capabilities,” said Steve Rome, Account Manager at Control Services, Inc. “The Austco Nurse Call system and wireless network will reduce response time to patient calls to a matter of seconds, as well as provide an easier means of remote communication with patients from anywhere in the facility.”

The system also creates an audit trail of events and how they were handled, saving nurses hours of paperwork when documenting patient activities. This automation increases caretaker productivity and accuracy, but more importantly, it puts the nurse back at the bedside, improving quality of care and patient safety,” Rome said.

Control Services Inc. ([www.controlservicesomaha.com](http://www.controlservicesomaha.com)) is a major independent technology-based facility automation contractor providing integrated facility management, environment control, access, security, and nurse call. Control Services Inc. provides complete turnkey services including design, installation, planning, maintenance and services for commercial, industrial and institutional markets.

The Jennie M. Melham Memorial Medical Center is a modern 23 bed, Critical Access Hospital which was originally built in 1972. Designed as a multifaceted unit, the Medical Center also has a newly expanded 50 bed long-term care facility known as Heritage Hall, with 24-hour nursing services, social, and activity departments. Additionally, for those not needing nursing care, the Medical Center has a 12 bed Assisted Living Center that provides assistance on a 24-hour basis, plus all meals. Twenty special independent living apartment units are available to provide "condominium" style living with access to emergency care through a nurse-call system built into each of the apartments.

The hospital is staffed by seven board certified family practitioners. Four are located within the Medical Center complex, while the other three are affiliated with a clinic located in downtown Broken Bow. The University of Nebraska Medical Center and other Nebraska healthcare training centers use Broken Bow as a training site for physicians, physicians’ assistants, lab technicians, Certified Registered Nurse Anesthetists, physical therapy students and other medical professionals. Visit our web site at: [www.melham.org](http://www.melham.org)