

# HP iPAQ Pocket PCs help improve patient care

Physicians enjoy access to real-time information



## Heritage Valley Health System

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– Richard Hogan, internist, Heritage Valley Health System

HP customer case study: Handheld PCs at point of care

Industry: Healthcare

### Objective:

Elevate patient care and improve day-to-day efficiency by providing physicians with immediate access to vital, real-time patient information.

### Approach:

Heritage Valley outfitted its physicians with HP iPAQ Pocket PCs to improve workplace efficiency and patient care.

### Business results:

- Dramatic improvement in accessing patient information
- Increase in efficiency and overall quality of patient care
- Greater satisfaction among patients and physicians

Even before she pours her first cup of coffee in the morning, internist Stephanie Perry uses her HP iPAQ Pocket PC to connect to the electronic health record (EHR) system at Heritage Valley Health System.

“I use my iPAQ every day from home. It’s the first thing I do when I wake up. I turn it on, pour a cup of coffee, check the schedule and see what’s going on in the hospital. It helps me plan my morning and the rest of the day.”

Dr. Perry, along with many of her colleagues in the Heritage Valley network, uses the HP iPAQ hx2400 Pocket PC to make her life a little easier and enable her to be more responsive to her patients. Using WiFi connectivity, Heritage Valley physicians use the handheld device to gain 24/7 access to updated patient information, hospital schedules, lab reports and more.

### Community medicine moves ahead

Based in the suburban communities of Sewickley and Beaver, Pennsylvania (approximately 20 miles northwest of Pittsburgh), Heritage Valley Health System has more than 4,000 employees and over 300 active physicians who support two hospitals and a host of outlying clinics and physician offices.

To enhance patient care and drive workplace efficiencies, Heritage Valley worked with physicians over several years to develop and deploy an EHR that made patient information available from desktop computers at kiosks throughout the hospital system. The EHR even gave doctors access to patient information stored in their practice systems.

The next step for Heritage Valley was to make all that information accessible at the point of care.

Contact the HP Customer Reference Program, 281-514-5755, for more information.

### Upgrades in efficiency and accessibility

Following a pilot test with 30 physicians, Heritage Valley is rolling out the iPAQ-based solution to give physicians and other healthcare professionals access to real-time patient databases, census data, physician schedules, patient updates and test results.

Heritage Valley's IT staff chose the HP solution after looking at a range of providers. The selection of HP was based on functionality, reliability and battery life.

The results of equipping physicians with iPAQ handhelds? "The most striking difference for me is that I'm using my time more efficiently," says Richard Hogan, an internist with Heritage Valley. "As we continue to broaden the patient information base, having immediate access to data and schedules becomes increasingly important.

"I see the benefits extending to the patient-doctor relationship as well," he continues. "Sometimes we're in a room with the patient and they ask something that the staff isn't prepared for – maybe a question about a seldom-used medication. Using the iPAQ, we can immediately access information from a central database while in the room, and provide a fast and accurate answer. Patients appreciate that."

"The hospital staff recognizes the physicians as being much more efficient," notes Norman Mitry, CEO, Heritage Valley. "We see them with their iPAQs cruising the halls, checking lab results and patient updates while they walk. They no longer need to line up at the desktops to check the records."

### Patient information becomes real-time

Heritage Valley's IT staff ultimately envisions the physicians as links in a continuous flow of patient information.

"As healthcare moves more into consumer-driven models, immediate access to data and updated information will be a requirement," says Heritage Valley CIO David Carleton. "And frankly, we see it as a vital component of providing top-notch patient care."

In that new world, physicians will be able to receive a lab report or update, review the information, make notes and then, using the iPAQ Pocket PC, send the



information immediately to the patient's file. The patient, in turn, will be notified that an update has been made to the file. He or she then could log in to review the lab results and the physician's comments.

"How many patients wait a week or ten days for lab results that were completed within a day of blood being drawn?," Carleton says. "We want to greatly reduce that cycle time. We believe that the infrastructure we build using HP solutions and others will provide that capability moving forward."

### iPAQ hw6900 Pocket PC: A peek into the future

That forward-looking view explains Heritage Valley's willingness to evaluate, at HP's request, the iPAQ hw6900 Mobile Messenger, in advance of its release to market. The device includes a phone, e-mail and Internet-browsing capabilities, GPS navigation, an HP Photosmart camera and Microsoft® Windows Media Player 10 Mobile to play digital music and videos.

"The iPAQ Mobile Messenger is a sophisticated device that offers both broadband and WiFi capabilities," Carleton says. "It's an innovative product, well suited for physicians who are on the road a lot. The device replaces the PDA, phone, messaging device and the pager, and on top of all that brings significant computing power to the table."

To learn more, visit [www.hp.com](http://www.hp.com)

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This customer's results depended upon its unique business and IT environment, the way it used HP products and services and other factors. These results may not be typical; your results may vary.

<sup>1</sup>Wireless access point required and is not included. Wireless Internet use requires separately purchased Internet service contract. Availability of public wireless access points limited.

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