



# NEW BEDSIDE UNITS ELEVATE PATIENT EXPERIENCE AND DELIVERY OF HEALTH SERVICES

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**A**s part of a commitment to enhancing the patient experience, Health Sciences Centre (HSC) began a three-phase process to equip patient rooms with modern and reliable technology and entertainment amenities for patients and their families.

HSC is the largest hospital in Manitoba. As the province's designated trauma, burns, neurosciences and pediatric centre, HSC employs an interdisciplinary team of nearly 8,000 staff and volunteers who provide tertiary hospital services, including specialty, sub-specialty and sophisticated intensive care.

HSC serves patients throughout Manitoba, northwestern Ontario and Nunavut — often far from the care and support of families and loved ones. In fact, about 40 per cent of patients at HSC reside outside Winnipeg, so enhancing the positive recovery experience for far-from-home patients (and local ones) included bringing in 21st century thinking, technical expertise and, ultimately, technology.

"Our Vision is 'Patients First,' so everything that we do is focused on improving the patient experience," says Gerald Mirecki, HSC's Division Director,

## THE SOLUTION AT A GLANCE

**WHO:** Health Sciences Centre Winnipeg (HSC), the largest healthcare centre in Manitoba, employing 8,000 staff and volunteers.

**What:** Replacing an outdated patient entertainment and communication system in order to improve the patient experience.

**Solution:** Panacea™ is a patient and clinical engagement solution from i3 Solutions Inc. It is a customizable, bedside solution for patient entertainment, communications, education and information that is delivered on medical-grade touchscreen units with an easy-to-use web interface.

**Benefits:** Enhanced patient care, increased staff productivity, and a social media platform.

Business and Corporate Services.  
“Everything starts with the question:  
how does it affect the patient?”

To this end, it was important that the technology implementation would not disrupt client care and that the proposed solution meet the immediate need as well as have the capacity to evolve and meet future needs. HSC ultimately selected i3 Solutions Inc.’s Panacea™ solution.

### Empowering patients

Implementation occurred as beds became available, requiring i3 Solutions to be agile and flexible in terms of time lines and in their ability to manage any issues. The result? The implementation schedule was met on time and challenges related to the age of the building were overcome.

The flexible Panacea™ solution gives patients access to a wide range of entertainment, education and communications options at the



#### Panacea™ improves hospital workflow

By speeding up workflow and improving efficiencies, Panacea™ allows more time for personal interface between health care workers and patients.



**Panacea™  
Bedside Terminal**  
Medical Grade  
bedside  
terminal offers  
entertainment and  
education options  
for patients

bedside via a touchscreen monitor and simple web interface. The unit itself is medical-grade with an antibacterial finish, and meets rigorous infection control standards.

Using Panacea™, HSC is providing patients with a combination of free services, such as hospital information, patient education, games, books and radio. Additional services such as television, phone, Internet and movies are available for a modest fee. Patients can self-activate services and use them instantly.

“Our patients, from all demographics, feel lost without a computer,” says Anna Marie Papiz, a Manager of Patient Care at HSC. “Being able to offer that access helps provide a sense of normalcy.”

The first phase of deployment has been completed, resulting in the replacement of 110 legacy TVs that were owned and operated by HSC. Previous TV units were limited to analogue television only, so feedback on the expanded capabilities has been positive.

For example, with the implementation of the system, a patient from a remote Manitoba community who had been in the hospital for several months was – for the first time – able to send and receive email and browse the web. More importantly, he was able to have video conference calls with his family, including daily visual communication with his two small children.

### Upgrading for today

Founded in 1872, many of HSC's buildings are in the process of being revitalized. HSC took advantage of physical improvements to electrical and IT infrastructure to cost-effectively introduce the new patient entertainment system. The Panacea™ solution has been successfully implemented in one medicine and two surgery wards.

At the same time, Grace General Hospital, a 245-bed community hospital located in west Winnipeg expressed interest in upgrading its patient entertainment offerings and has since installed 340 units.

Peter Christopoulos, Executive Director of i3 Solutions, says care workers are also impressed, once they see how the technology can positively affect patients — from those in geriatric wards, who thrive on its simplicity and ease of use, to those with months-long isolation for specialized care.

"It reduces the workload on nurses," says Christopoulos. "Evidence shows



**HSC Winnipeg implements Panacea™ Bedside Solution**  
HSC brings in 21st century thinking, technical expertise and technology with the implementation of Panacea™ Bedside Solution.

that there's a reduction in nurse activity with patients who are otherwise engaged with entertainment technology like that offered by Panacea™. That significantly enhances the nurse's ability to cover more area in the hospital."

### Future opportunities

"Working with hospitals like HSC helps us make sure our products are patient centred", notes Christopoulos. Future advancements, such as a healthcare social networking platform, integration with wearable technology, and advancements around mobile healthcare, will further improve productivity, as well as the delivery and efficiency of health services. Patient entertainment is just a small part of what this technology brings to health services. Monitoring, sharing, and enhanced doctor/patient communications are also key aspects as is empowering patients to be more involved in their own healthcare.

## Social Media

**Facebook:** [facebook.com/i3incpanacea](https://facebook.com/i3incpanacea)

**Twitter:** @panacea\_i3

**LinkedIn:** [linkedin.com/company/i3-solutions-inc](https://linkedin.com/company/i3-solutions-inc)

**YouTube:** i3 Solutions Inc

## Website

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