SmartSense

Improving Patient Safety with
Continuous Temperature Monitoring

Mercy Health deploys SmartSense across 3 hospitals to improve patient safety and simplify their compliance logging
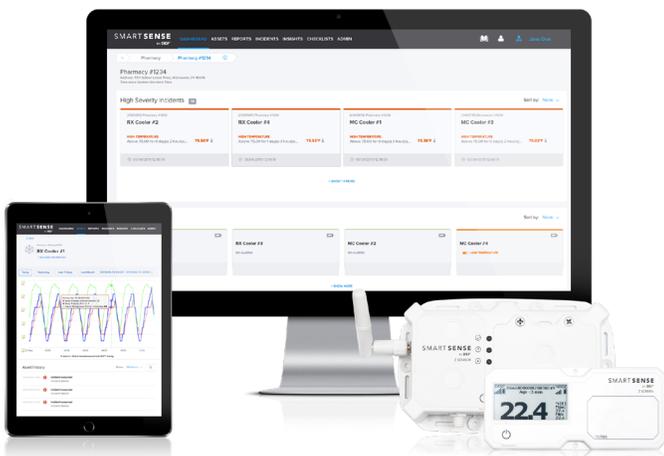

MERCY HEALTH

Mercy Health is a leading health care provider serving Western Michigan with compassionate care, award-winning expertise, and the latest in healthcare technology.

The Challenge

Mercy Health provides a wide range of healthcare for Western Michigan, including lab and pharmaceutical services. This requires tight controls around maintaining temperature to ensure efficacy of vaccines and medication stored in their fridges and freezers. Temperature control is necessary for compliance, but more importantly, for the safety of Mercy Health's patients. Before SmartSense, Mercy Health was spending valuable time maintaining paper logs, which led to loss product as a result of these manual processes.

Mercy Health collaborated with SmartSense, a leading IoT company, to implement two key capabilities:

- Continuous temperature monitoring to improve patient safety and reduce medication loss
- Automated compliance logging that redirects valuable time to interacting directly with patients

SMART SENSE
BY DIGI®

The Solution

Continuous Temperature Monitoring

Mercy Health staff previously spent a significant amount of time maintaining paper temperature logs. With Smart-Sense, Mercy Health manages temperature monitoring and receives alerts in real-time, rather than relying on spot-checking temperatures to catch excursions. In the past, Mercy Health had lost a significant amount of medication for one of two reasons: they did not realize in time that temperatures were out of range, or they could not determine the length of time the temperature had been out of range. With SmartSense, Mercy Health knows immediately when temperature excursions are detected. This enables proactive temperature management and allows Mercy Health to correct the temperature issue as it occurs. By implementing continuous temperature monitoring, Mercy Health has been confident that they are administering safe medicine and have not been forced to discard any valuable medications.

Automated Compliance Logging

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) had cited Mercy Health for not having an automated temperature monitoring system installed for compliance and safety. Previously, healthcare professionals would periodically record temperatures that held valuable medications and manually record these temperatures on paper. This manual method was not completed to the satisfaction of the surveyors, which posed unnecessary challenges during audits. With Smart-Sense, Mercy Health has implemented an automated solution that allows them to digitally record temperatures for more robust compliance logging. A digital solution provides more accurate methods of monitoring temperatures, and offers centralized documentation that eliminates the challenges that come with pen and paper.

The Results

Now that Mercy Health has implemented a digital temperature monitoring solution and their employees spend less time on manual monitoring, they have access to capabilities not previously available:

- Improved patient safety and a reduction in medication loss
- Peace of mind that compliance management is automated

Thanks to SmartSense, Mercy Health will redirect a significant amount of time from manual temperature monitoring efforts to interacting directly with patients, simplify and automate compliance management, and increase patient safety as a result of continuous temperature monitoring.

"We identified the SmartSense temperature monitoring system as being superior to the other temperature monitoring systems evaluated in the areas of ease of use, expandability, and overall look and feel. We have since discovered the magnificent customer support offered."

Pharmacy Information Systems Coordinator
Mercy Health

Mercy Health is confident in their temperature monitoring strategy knowing they have trusted a leading IoT provider. With over 30 years of experience, SmartSense provides peace of mind to customers who believe that patient-focused care is the fastest path to healing, a top priority at Mercy Health.

SMART SENSE
BY DIGI

1-866-806-2653
www.smartsense.co