



# A Partner in Care

## How One Hospital Leveraged a Clinical Device Assessment to Move Closer to Meaningful Use

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» Mee Memorial Hospital has been a vital partner in the health and well-being of the residents of Southern Monterey County, CA since 1962. They are a 119-bed hospital with a mission to provide the best in-patient, out-patient, and emergency services in Southern Monterey County. As a non-profit, unaffiliated hospital, Mee Memorial is able to invest in talent and technology to ensure patients receive quality personal care. When Mee Memorial wanted to take advantage of federal funds to upgrade their digital systems and move towards meaningful use of electronic medical records, they turned to PC Connection—a company with the expertise and knowledge to help them meet their goals.

### Relying on the Experts

Nick Alatorre, Systems Administrator and Analyst at Mee Memorial Hospital, wanted take advantage of new technology and bring in medical carts and computing devices for their clinicians. Like many similar-sized hospitals, it was hard for Mee Memorial to get the help to determine which computing devices suited their needs and were compatible with current IT systems. “We were in the midst of upgrading our existing processes to electronic medical records. To do that we required new technology devices,” said Nick. “It was a brand new implementation for us, and we wanted to improve our processes,” he added.

Nick admits, “We had a lot of preconceptions about the devices we thought were necessary based on our own research and from talking to other local hospitals. We thought we needed carts and handhelds with certain features, and we were approaching this initiative from that mindset.” It wasn’t until Mee Memorial began working with PC Connection that Nick and his team considered taking a step back and participating in a formal device selection process.

### Planning the Work

“PC Connection recommended that we take part in a workflow analysis and Clinical Device Assessment Service before making any decisions,” said Nick. “This was a new experience for us. Usually, when it comes to PCs and notebooks, we just make a decision on what will work from an IT standpoint. Originally we were taking that same approach with this venture.”

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PC Connection's Clinical Device Assessment Service was an ideal way to help select the technology devices required to move to the next stage of EHR meaningful use. A simple 3-step process guided Mee Memorial through an assessment of their current fleet, an analysis of their specific needs and workflows, and provided help in staging and executing a clinical device fair. Upon conclusion, Nick and his team had all of the information and tools necessary to select and support the right devices for their healthcare environment.

### Working the Plan

According to Nick, the process was quick. "For the workflow analysis, PC Connection had their consultants come down to ask questions about our current processes and the changes we anticipated once we completed our medical record conversion into an electronic format. At the same time, PC Connection did a walkthrough of our departments with us and talked to some of our managers and staff." He continued, "We went over pros and cons and some of the successes and pitfalls that similar facilities have experienced. From this we got a good feel for what we actually needed versus what we thought we wanted," said Nick.

After the evaluation, PC Connection helped Nick and his team stage a Clinical Device Fair. At the fair, clinicians and staff got hands-on look at the equipment that Mee Memorial was considering. Nick said, "The equipment was staged in and around actual patient rooms with beds, monitors, and chairs." He continued, "Being able to push a cart down the hallway and try to maneuver it between beds gave participants a true idea of what it would be like to work with these devices." Equally enjoyable was the survey process that took place at the end of the device fair. Nick said, "PC Connection brought in tablets to use to fill out an electronic survey—it was fun and very realistic for our staff to have a hands-on exposure to the new technology."

### Measuring the Results

Nick was pleased to discover that the staff at Mee Memorial appreciated being a part of the device selection process. "Coming from a mostly paper-based system there was anxiety about being handed a cart, a tablet, and a scanner and being expected to adapt—that would have been a big shock to most our staff. Involving them in the decision-making process and allowing them to share input helped alleviate some of the fears and really engaged everyone," said Nick. "Another benefit we discovered was that a lot of questions were answered that we didn't even think to ask. When we did the workflow assessment with PC Connection some questions evolved that really made us come back to the table and rethink our strategy."

Given the opportunity to do this over, Nick would choose to work with PC Connection again. He said, "We chose this route because we are a small facility with limited financial resources. We can't afford to make the wrong decision on something this big, and we can't afford to buy all new equipment again in a year if we make the wrong choice. PC Connection's Clinical Device Assessment Service definitely helped us take a step closer to meaningful use."

**Contact your Account Manager to learn more about our Clinical Device Assessment Service or visit [www.pcconnection.com/CDA](http://www.pcconnection.com/CDA) today.**

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— Nick Alatorre  
Mee Memorial Hospital

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