

The Ottawa Hospital

A better bedside manner with iPad.

Bedside care is a vital part of health care professionals' relationships with their patients. But the staff at The Ottawa Hospital found that modern technology sometimes made those interactions more difficult. When Apple introduced iPad, physicians at The Ottawa Hospital knew they'd found a solution.

Company Snapshot

Established in 1998

Based in Ottawa, Canada

12,000 employees

A custom iPad app enables physicians and nurses to perform important tasks from the bedside, increasing time spent with patients and improving relationships.

www.ottawahospital.on.ca

Apps in Use



Clinical Mobile App IN-HOUSE APP
Provides access to patient records and order entry.



Pain Scale Survey IN-HOUSE APP
Assesses pain management for inpatients.



Prevalence Survey IN-HOUSE APP
Tracks important quality indicators.



Hand Hygiene IN-HOUSE APP
Audits hand hygiene in real time.



Patient Rounding IN-HOUSE APP
Supports documentation of feedback during patient interviews.



The inability to bring information to the bedside meant physicians had to constantly shuttle between patients and tethered PCs to get status updates, schedule surgeries, prescribe drugs, view X-rays, and perform other important tasks. "Since the introduction of technology in this industry," Senior Vice President Dale Potter explains, "physicians have been tethered to devices like PCs and forced to go seek information. Even a laptop wasn't truly mobile."

With iPad, the hospital's doctors and nurses have bedside access to everything they need, and can remain in contact with patients and their families while viewing information that is critical to their care.

"They can answer patients' questions immediately and make decisions about what's going to be done, with the most current information available," says Dr. Glen Geiger, Chief Medical Information Officer. "Nothing beats being able to use an app to pull up an X-ray on the device."

Increased Patient Interaction

Physicians at The Ottawa Hospital have started using iPad in innovative new ways. For example, they can use the built-in iPad camera to photograph a patient's wound during treatment, and store the image in the patient's electronic medical record for future reference.

Using iPad, physicians can show patients the progress of their recovery right at the bedside, Dr. Geiger notes. "I can say, 'Here's what your wound looked like three weeks ago.' I'm showing them what it looked like then and what it looks like today."

"Not only has iPad increased efficiency from a provider perspective—it's increased engagement between the provider and patient."

*Dale Potter, Senior Vice President
Strategy and Transformation,
The Ottawa Hospital*

"I believe iPad represents the future of patient-centered care at The Ottawa Hospital."

*Dr. Glen Geiger, Chief Medical
Information Officer, The Ottawa
Hospital*

Substantial Time Savings

The Ottawa Hospital has also developed an in-house app called the Clinical Mobile App. It facilitates three major aspects of physicians' daily workflows: accessing patients' clinical information, viewing clinical images such as X-rays and CT scans, and ordering clinical tests and prescriptions.

iPad and the Clinical Mobile App enable physicians to significantly reduce the time they spend reviewing patients' cases before making their rounds each morning. "This would take several hours," Dr. Geiger says. "We would just be sitting in the room going over each case." The process was so time-consuming that it sometimes meant physicians didn't get to see their non-critical care patients that day.

But iPad and the Clinical Mobile App have changed all that. "Now we meet first thing in the morning, make sure we have a complete record of all the patients, and immediately start to see them," says Dr. Geiger.

"Developing on the iOS platform is actually fairly quick. We're talking days and weeks as opposed to months and sometimes years."

*Valérie Gamache-O'Leary,
Chief Information Officer,
The Ottawa Hospital*



By eliminating lengthy meetings and the need to shuttle between patients and tethered PCs, Potter estimates the physicians save approximately two hours per day in their clinical care activities. "Not only has iPad increased efficiency from a provider perspective—it's increased engagement between the provider and patient," he says.

The Future of Patient Care

As Potter walks through the hospital, he finds physicians engaging with patients the way they used to many decades ago. "As I observe the physicians doing their work, they're at the bedside interacting with patients and family members," he says. "There's an intimacy that wasn't possible before iPad."

iPad and apps help physicians at The Ottawa Hospital interact more effectively with patients and provide more immediate, focused treatment. "iPad and apps have changed the way we deliver care," Dr. Geiger says. "It's the foundation for patients becoming more directly engaged with their own health care. I believe iPad represents the future of patient-centered care at The Ottawa Hospital."