Aceso Completes Install at Westside Medical Center

Healthcare software/technology company launches new product, eCareBoard™: Interactive technology that replaces the standard healthcare whiteboard.

BOSTON - Aceso Interactive has completed the installation of its UpCare™ and eCareBoard™ products at Kaiser Permanente Westside Medical Center in Hillsboro, Oregon. Patients at the hospital have access to an easy to use touch screen monitor at the bedside, which allows them to engage with Aceso’s interactive patient care UpCare™ system during their stay and ability to view, interact, and communicate information specific to their stay and needs.

What is unique about the two products is that the patient’s information from the touch screen TV can also be displayed on Aceso’s eCareBoard™. This allows the patient to truly become engaged in their care and to interact with their information. Patients at the bedside can type in their preferred name, support contact, thank you notes, or reminders. They can even add a note with specific questions or concerns they may have for their doctor or clinician. At Westside Medical Center, the information displays on a 42” screen at the footwall of the room and is an easy to read communication tool that the patients, doctors and staff are using. Aceso’s innovation and solutions team collaborated to enable design and implementation of eCareBoard; which replaces the standard whiteboard that many healthcare facilities use today.

As the clinician, doctor, or staff member walks into the patient rooms, a quick glance at the icons displayed on the eCareBoard™ immediately informs them that the patient has special needs such as hearing impaired or a fall risk. Clinicians use the eCareBoard™ as a tool to communicate to the hospital staff as well as patients and their families. Patient’s preferred name, goals for the day, names of the care team, dietary restrictions and contact information for the patient’s support team are a few of the items displayed. All information is updated in real time through an interface with HealthConnect, the hospital’s Electronic Health Record.

Aceso’s interactive patient care system, UpCare™, reaches all levels of the patient experience with technology and clinical support for the hospital staff to help educate and empower patients, families and visitors. It is integrated with Westside Medical Center’s key hospital systems from EMR to dietary. Patients at Westside Medical Center can order dietary compliant meals, access their personal health record called “My Heath Manager”1, watch TV, on-demand movies and relaxation videos with the touch of the screen. Clinicians have the ability to prescribe condition-specific educational content to their patients from an initial library of more than 200 videos.

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“This implementation is another example of Aceso’s extensive expertise with integrating data elements from multiple systems at an enterprise level. The intuitive look and feel of our software makes it simple for patients to use the system, which is critical for patient engagement,” commented Aceso’s President and Co-Founder, Geoff Fiedler. “As a standalone product or integrated with UpCare™, eCareBoard™ transforms the patient and family experience.”

Aceso’s Christina Capone, RN, PhD and VP of Products and Processes added, “Pioneering state of the art technology to engage patients and enhance caregiver communication has been a delightfully rewarding experience. The interdisciplinary team optimized our unrivaled interface capabilities to transform the patient experience. Prominently and automatically displaying relevant and patient-specific information sends a new, clear message to patients and families that they have the expectation of being active participants in their care. Ranging from mutually determined care goals, to fall risk alerts, to informing staff of patient’s activity orders, eCareBoard™ and IPC are a central component of our improved care delivery.”

To learn more about how Aceso can work for you, call (800) 552-6922 or email contact@aceso.com