

CASE STUDY:

HOW A REGIONAL HOSPITAL GROUP SWIFTLY INTEGRATED BROTHER TRUSTSENSE WRISTBAND ID PRINTERS

WITH LEGACY HEALTHCARE INFORMATION SYSTEM

Best of all, using Brother's powerful integration tools, the health system was able to quickly and easily implement the solution and put their integration anxieties to rest.



When a top-performing, community-owned regional healthcare organization in Texas decided to look for a printing solution that would allow them to quickly print clear, accurate, positive patient identification (PPID) wristbands for infants, the biggest challenge they faced was integration. It was critical that the printer selected could seamlessly integrate with the health system's existing MEDITECH electronic health record (EHR) software to ensure that the correct patient information would be printed on each wristband. Ultimately, the printer selected would play a key role in ensuring proper identification and boosting patient safety.

Following a proof-of-concept demonstration by integration experts at Brother Mobile Solutions, the healthcare system determined that the Brother TD-2130NHC wristband printer would be an ideal choice. This model – a market first in healthcare – is an innovative thermal printer with the right features, including TrustSense smart media technology, to accurately print patient wristbands and labels in virtually any location, or on a cart at the point of care. Best of all, using Brother's powerful integration tools, the health organization was able to quickly and easily implement the solution and put their integration anxieties to rest.

This is their story.

It's critical for decision makers evaluating solutions to understand how today's highly innovative wristband printers can play an important role in clinical environments.

PPID and the Integration Challenge

PPID is at the heart of patient safety, security, and clinical care. Machine printable, barcoded wristbands have long been the standard for achieving accurate PPID across our nation's vast hospital and clinical healthcare market. The challenge for many IT and medical professionals is finding less disruptive ways to integrate today's compact, innovative wristband printers with leading EHR systems.

Given the market size, this is a huge issue. According to published data from the American Hospital Association, 35 million patients are admitted every year to our nation's 5,500-plus hospitals.¹ Additionally, the Centers for Disease Control and Prevention record over 260 million hospital emergency room and outpatient visits each year.² In-hospital locations where PPID wristbands are used include admissions, ER, nurse's stations, patient rooms, pharmacies, and laboratories.

They are also used routinely in day surgery centers, rehabilitation centers, nursing homes, outpatient diagnostic testing facilities, and medical laboratories.

Hospital IT organizations have many priorities and are often burdened with a huge backlog of projects to support care delivery across the healthcare system. Thus, the decision to replace PPID wristband printers may not be a top priority for a hospital's

IT staff. Yet it's critical for decision makers evaluating solutions to understand how today's highly innovative wristband printers can play an important role in clinical environments. They help ensure accurate and consistent patient identification – which satisfies compliance and protects patients – and they also ensure a more efficient workflow so clinicians can deliver quality care.



It's so compact... It's lightweight... It has a very small footprint and won't take up much space...

“Seeing is Believing” – Integration Tools Showcase PPID

The tabletop printers previously used by the Texas-based health system were quite large and outdated for just printing infant wristbands. Not only did they take up premium real estate in the constrained spaces of labor and delivery rooms and the NICU; they also required a trained operator to replace the wristbands and do required maintenance. Plus, it was difficult to load and keep the wristband media feeding smoothly, which at times resulted in excessive waste.

Then the Brother model TD-2130NHC thermal wristband printer entered the scene in a face-to-face group demonstration, which included both IT and clinical decision makers. What was their reaction?

Their stakeholders were amazed at the convenient, transportable design: “It’s so compact... It’s lightweight... It has a very small footprint and won’t take up much space... This is perfect for doing baby wristbands...” They

were also impressed by how easy it was to load the printer media, with no spindle, true drop-in loading, and auto calibration. However, one pressing question remained: “How are we going to make this work with our MEDITECH system?”

The Brother team went into action. Within a matter of minutes, they were able to access and parse out the required data and format it to the wristband. They then connected the wristband printer onto a network and succeeded in printing out a perfect infant wristband! All this happened within a very short time, thanks to Brother’s innovative integration tools, which are available free of charge as a huge benefit to ensure a virtually “out-of-box” solution.

Since that initial demonstration – following a diligent vetting of the Brother printers and the integration process – the healthcare network has purchased a couple hundred Brother

model TD-2130NHC wristband printers and have printed over a million infant wristbands for their hospitals across three states without any failures.

While this particular healthcare organization’s goal was solely to incorporate infant ID wristbands into its existing process and workflow, Brother is now able to offer a unique wristband product called a “mother-infant pairing band.” With this product, mother and infant bands are printed simultaneously, assigning a unique ID that provides a direct link between mothers and their babies. This pairing approach can be adopted to minimize the chances of ever erroneously mixing up the identification of either patient.



Positive patient identification (PPID) wristband printers help ensure accurate and consistent patient ID, better care compliance, and efficient workflow, especially during busy times.

Why Choose the Brother TD-2130NHC Thermal Wristband Printer?

Software integration and device interoperability have become hot topics in this new era of value-based care. This is particularly true in light of the Centers for Medicare & Medicaid Services “Meaningful Use” effort, which incentivizes the use of certified EHR technology to improve the quality, safety, and efficiency of healthcare while also engaging patients, boosting care coordination, enhancing public health, and ensuring optimal security.

The key is to get the right information at the right time and set up a system wherein all components are able to function smoothly and seamlessly, without risking or compromising patient safety and security in any way.

Based on the healthcare statistics cited earlier, it’s estimated that close to half a billion hospital

PPID wristbands are used every year in this country alone. That’s why selecting the right printer is so important.

The Brother TD-2130NHC with TrustSense is technologically advanced, compact, versatile, and transportable. It provides on-demand printing of patient wristbands, as well as medical and barcode labels anywhere, from virtually any device. With an optional battery and wireless connectivity, the printer moves easily from admissions and nurse stations to labs and patient bedsides, as well as from tabletop or desktop to rolling cart. In addition to printing patient ID wristbands, it can also be used to print clear, legible specimen collection labels and labels for lab and pharmacy, complete with barcodes and readable text.



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¹ “Fast Facts on U.S. Hospitals, 2018.” American Hospital Association. February 2018. <https://www.aha.org/statistics/fast-facts-us-hospitals>

² “Emergency Department Visits.” CDC/National Center for Health Statistics. May 3, 2017. <https://www.cdc.gov/nchs/fastats/emergency-department.htm>

“Hospital Utilization (in non-Federal short-stay hospitals).” CDC/National Center for Health Statistics. May 3, 2017. <https://www.cdc.gov/nchs/fastats/hospital.htm>

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