

Relay[®] Increases El Camino Hospital Los Gatos “Clinic to The Lab” Efficiency And Patient Satisfaction

CASE STUDY

OVERVIEW

El Camino Hospital Los Gatos is a fully accredited community healthcare facility that delivers excellent, high-quality care. Now celebrating its 10th year anniversary, ECHLG has exceptional talent, takes an innovative approach to services, and has a powerful commitment to meet the needs of its community with a comprehensive range of inpatient and outpatient services.



RELAY DELIVERS MEASURABLE RESULTS

- Cost effectiveness vs. using an employee transporter
- 20-25 deliveries per day
- Available 24/7/365
- Decreased risk of spillage, exposure and contamination
- Higher staff and patient satisfaction ratings
- On average savings of 15-20 minutes per patient per day
- Over 1,000 deliveries to date



CHALLENGE

The hospital set an overall corporate goal of increasing throughput of its Emergency Department by decreasing ED time per patient.

This was the original process:

- The hospital was drawing blood from its patients.
- They put it in a waiting area in the ED with other specimens.
- They called Environmental Services for a transport person who would show up within 5 and 30 minutes and deliver the blood and tissue samples to the Lab — with batching — to its Lab for analysis.
- Patients were frustrated with the delays; staff was apologetic; ED beds were being used for patients waiting for results, creating a bottleneck with ED admissions.

“We thought that an autonomous Relay delivery robot from Savioke could speed deliveries and make our ED run more efficiently,” says Ms. Signo, Director, Nursing Services. “However, the staff was concerned that it could take up too much room in the hallways and that temperature variations inside the bin could affect the integrity of patients’ blood samples.”

“WALL-E is our first very cool technology. He’s loved by our staff and very well received by patients. He lets us process lab tests more efficiently and discharge patients faster.”

Meriam Signo, Director, Nursing Services Los Gatos, El Camino Hospital



SOLUTION

After a Relay® robot was ordered, Ms. Signo announced it at a Leadership Huddle, then let her staff name it through a contest. The Savioke team also worked closely with ECHLG to study and ensure the bin temperature stayed within 1.3° C of ambient temperature for its autonomous navigation robot.

“We chose the name WALL-E through a naming contest and he rolled out in April 2019,” adds Pamela Fiehm, MSN, RN, LG ED & ICU Clinical Manager. “Now, the staff could draw blood, put it in the robot, and it was delivered to the lab — immediately and with no batching delays — for decreased waiting time, happier patients, and increased throughput. We appreciate the added support he provides.” WALL-E is so efficient, he’s now being used for Outpatient Surgery “Sample to the Lab” deliveries.

A DEDICATED PART OF THE STAFF

ECHLG is happy to have WALL-E as part of the staff. “When he rolls down the hallway, it’s like he’s on Main Street in Disneyland,” says Ms. Signo.

WALL-E was in high demand in both the ED and Outpatient clinics. Savioke installed an iPad-enabled RelayStation that let staff “summon” WALL-E for a pick-up and queued up the requests to be duly executed.

“We like that he’s small, very nimble, and technologically advanced. He has been

programmed to ‘walk’ down the side of hallways, move away if there’s an emergency, and go around people even if they quickly step in front of him,” she added.

Ms. Signo even mentioned that staff members at her “sister campus” campus are jealous that the Los Gatos campus has him.

VERY POPULAR WITH PATIENTS

ECHLG patients are enamored with WALL-E; most have not seen anything quick like an autonomous Relay delivery robot.

“He’s not only appealing to staff, but to families, as well. He creates joy in our patients’ eyes. They always ask, ‘Can we take a video of him?’”

RESULTS

Within weeks, ECHLG realized:

- Improved staff efficiency.
- Higher cost effectiveness.
- Decreased risk and minimized loss.
- Increased delivery collaboration across departments.
- Lower labor costs.
- Reduced clinical staff time.
- Enhanced employee satisfaction with improved staff Top of License.
- Management visibility.

“Overall, we see WALL-E and other Relay robots proliferating across hospital operations. He started in the ED, has seen increased demand, and could be an asset in central supply,” Ms. Signo concluded.

“WALL-E started delivering to our ED and Outpatient Surgery Clinics. Next, we’ll send him to our new Outpatient Infusion Department. We hope to bring on a second robot for Pharmacy to Nursing Stations deliveries.”

Meriam Signo, DNP, MSN, RN, NEA-BC Director, Nursing Services Los Gatos, El Camino Health

Use our simple **ROI Calculator** to determine the potential labor savings by employing a Relay robot in your operations.



Savioke, Inc.
160 W. Santa Clara St., Ste 800
San Jose, CA 95113

info@savioke.com
www.savioke.com
408.809.5600

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