



case study

Avocor interactive solutions are a critical part of AdventHealth's health services

With more than 8,200 licensed beds across nine states, AdventHealth is one of the largest non-profit health systems in the United States, serving more than five million patients each year across its 45 hospital campuses.

Adam Hennig, Program Manager at AdventHealth, runs a program called Unit Culture, which trains healthcare teams across all AdventHealth hospitals ensuring each has a voice and the ability to be heard and contribute in a meeting when they see something that doesn't seem right or when they need help in certain scenarios. Their primary goal is to teach and develop a High Reliability Organization (HRO).

"We want to ensure that every team member has a voice and feels they have the psychological safety to report any issues, from something as simple as not having enough trash cans to much bigger concerns, such as a medicine being

labelled incorrectly and the fatal implications this could have." Hennig explains.

With the [LENS™](#) tool adoption across all AdventHealth campuses, Hennig and his team were looking for an interactive display solution that was light, compact and, critically, under 4" in width to meet with space restriction legislation.

To achieve meeting equity, AdventHealth uses a LENS board, which is a revolutionary software platform (Learning and Engagement System) from Safe and Reliable Healthcare, operating on an Avocor interactive E series display.

"We have a number of group collaboration areas within our hospitals running the LENS application on an Avocor interactive 55" display. The solution enables our frontline healthcare providers access to information, to celebrate team success or engage in multi-purpose

meetings, all from the touch of a button.”

“Choosing the Avocor solution meant that we could install an interactive touchscreen solution that was much tighter to the wall, and this really opened up the options where we could mount these within our units. The Avocor displays were also much lighter than the previous brand we had used in the past, translating in much faster install times because we didn’t have to reinforce any of the walls.”

Now deployed in more than 100 different healthcare settings, Avocor displays are used by more than 1000 healthcare professionals every day.

“Our Avocor + LENS solution is intuitive for all our users, regardless of their technical ability. The feedback we have received is that the touch experience is smooth and precise with no lag, creating a superior user experience in these critical environments.”

Despite the Avocor solution being originally implemented to drive the LENS application, Hennig is now seeing alternative uses for the displays across the AdventHealth campuses.

“Our teams are now independently exploring additional use cases for their Avocor interactive screens. I recently saw one unit using the Avocor display to show a YouTube video of an aquarium, which was a very calming visual for patients and staff alike, brought to life in 4K resolution. I know of other teams find the native integration with Microsoft vital in their day-to-day work.” Hennig explains.



CASE STUDY SUMMARY:

- AdventHealth, one of the largest non-profit health systems in the United States, wanted to ensure that every team member has a voice during team meetings.
- They were looking for an interactive display solution that was light, compact and, critically, under 4” in width to meet with space restriction legislation.
- To achieve meeting equity, AdventHealth standardized on the E series range of interactive displays from Avocor, with LENS board - a revolutionary software platform (Learning and Engagement System) from Safe and Reliable Healthcare.
- Deployed in more than 100 different healthcare settings, the Avocor displays are used by more than 1000 healthcare professionals every day.
- Although the Avocor solution was originally implemented to drive the LENS application, they are now seeing alternative uses for the displays across the AdventHealth campuses.

“Working with the team at Avocor has been a frictionless experience, nothing is ever too much trouble! We love the products; our staff love the products, and we are already seeing the displays being used for initiatives outside of what they were installed to do, making Avocor a critical part in the service that AdventHealth deliver daily.”