

# Case Study

**FIRST HERCULES CUSTOMER, THROUGH REPEAT PURCHASES IN SEVERAL AREAS OF THE HOSPITAL, HAS REALIZED SIGNIFICANT BENEFITS IN CAREGIVER SAFETY, HAPI REDUCTIONS, CAREGIVER EFFICIENCY, AND BOTH PATIENT AND CAREGIVER SATISFACTION.**

## Background

Nursing leadership at Memorial Hospital and Health Care Center (Memorial), a 143-bed hospital facility in Jasper Indiana, had budgeted to purchase bedside computers for their ICU when they first learned about The Hercules Patient Repositioner (Hercules) at a nursing leadership conference in late 2013. Hercules made such an impression with the nurse leaders that they had The Morel Company demonstrate it at their next nursing practice council. After careful consideration, the clinical nurses and leadership team jointly decided to use the money budgeted for bedside computers instead on Hercules, becoming the first customer to purchase this innovative product. It wasn't long after Hercules arrived in the hospital when other areas began to take notice and started switching their own budgeted dollars to purchase Hercules.

## ICU

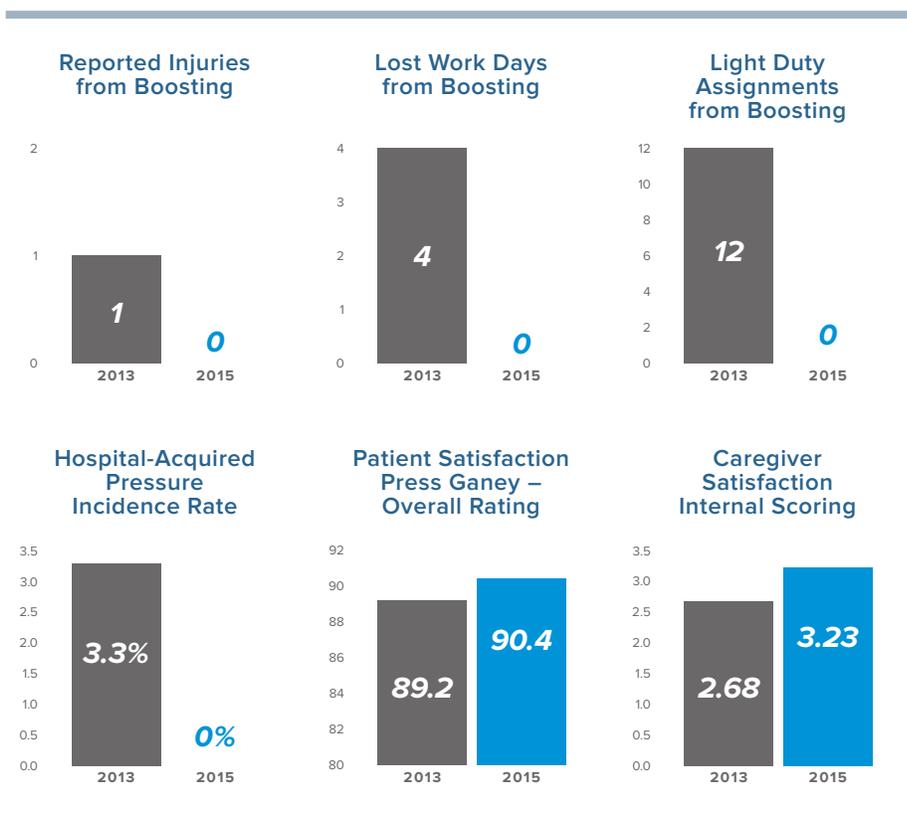
In March of 2014, Ann Steffe, Director of Critical Care Services, and the ICU staff at Memorial became the first hospital to purchase Hercules when they installed 18 systems on all the beds in their unit. Reflecting back on the purchase, Ann says, "I expected the result to be nurses experiencing fewer back injuries but I didn't anticipate that they would virtually disappear." But what was even more surprising to her and the other managers in the ICU was how they immediately perceived a shift in the daily nursing patient-care activities. "I am excited that our nurses are providing more patient-centered care and performing fewer manual tasks," said Ann, "and I no longer hear 'I need help with a repositioning boost' coming from the hallways."

In the 12-month period following their installation Hercules has positively impacted the following important items tracked by the hospital's ICU:

- **The number of reported caregiver injuries, lost workdays and light duty assignments all decreased to 0.**
- **Hospital Acquired Pressure Incidence Rate in the ICU went from 3.3% to 0%.**
- **Patient satisfaction, as measured by the "Overall Rating" on Press Ganey survey results, went up by 1.3%.**
- **Caregiver satisfaction, as measured by annual employee survey results, went up by 21%.**

Looking back at these improvements, Ms. Steffe said, "Hercules has worked out tremendously for everyone and in many ways we didn't even anticipate!"

## HERCULES IMPACT IN 18-BED ICU



# Memorial Hospital Case Study

## Post-Acute

It didn't take long for Hercules' success in the ICU to travel around the hospital. Cheryl Welp, Executive Director of Post-Acute Services, recognized the benefits Hercules could provide her Skilled Care and Inpatient Rehab units. "We had a problem with nursing injuries before we got Hercules, especially with staffing at night where we frequently only had two caregivers working," commented Ms. Welp, "and we often didn't have the manpower to boost the patients when they needed boosting."

The Skilled Caring Center had a different issue to deal with prior to purchasing Hercules. Specifically, they had budgeted and were scheduled to receive 18 new beds with mattresses that did not include Hercules. After realizing that Hercules provided significantly more value than the bed/mattress products she ordered, Cheryl changed the model of beds they were getting so that they could purchase a bed/Hercules combination for essentially the same price.

"Since we have been using Hercules, staff efficiency has gone up and the nurses now have enough time to get all of their work completed helping us to significantly reduce overtime expenses," said Ms. Welp. "The patient reaction has also been great. I hear many compliments about the comfort of pain-free boosting. In fact, the first patient placed on the Hercules mattress had a broken hip and shoulder and cried with joy when she first experienced Hercules because it was now painless. We have even received Press Ganey surveys that specifically mentioned how our patients liked being repositioned on our Hercules mattresses. This is the first time I recall a product ever being mentioned on the survey."

## Labor/Delivery and Med-Surg

But, the Hercules story doesn't end there. Like most hospitals, the caregivers at Memorial often travel to other care units to assist when staffing needs require it. This included nurses from Labor and Delivery and Med-Surg units, who were amazed at how easy it was to use Hercules. They too went back to their managers and began petitioning to get Hercules on their beds.

Patty Scherle, Director of Women and Infant Services, was on the receiving end of these requests, and the timing couldn't have been more appropriate. "We had a 32-year old nurse who tore her rotator cuff boosting an expectant mom during a delivery. She had to have surgery and was off work for 24 days, so this was clearly a hot topic. Since most maternal patients have epidurals, they are unable to help reposition themselves and the nurses end up doing all the lifting and boosting manually. This occurs at least 5 to 6 times per delivery," said Patty. "From a clinical perspective there are critical times during labor and delivery where we have to focus on both mom and baby and not waste time pulling the patient up – Hercules on our birthing beds allows us to do just that."

The Med-Surg caregivers were no different in their desire to have Hercules too. "We weren't the first area to get them at the hospital, but perhaps the anticipation of getting them made us appreciate them even more," says Suzanne Burgess, Director of Post-Surgical & Pediatrics, who also manages clinical education and the orthopedic and wound care programs at Memorial. Ms. Burgess added, "We have had patients who have returned to the hospital who were originally on Hercules, and the moment they return, the first thing they ask for is to make sure we put them back on that comfortable mattress that pulls them up automatically. We've needed something as simple and effective like this in healthcare for years."

## Conclusion

Memorial Hospital and Health Care Center was the first Hercules customer and has been using Hercules for over two and a half years. Even now, the staff's excitement about sharing their Hercules experiences with others hasn't diminished at all. Tonya Heim, Vice President of Patient Services and Chief Nursing Officer, goes one step further when she says, "When nurses who have used the Hercules product look back on their career, they are going to look at that innovation and they are going to say WOW, what a difference that made in my life!"

## TORN ROTATOR CUFF

1      24      72

32 Year  
Old Nurse

Lost  
Workdays

Light Duty  
Days

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**Tonya Heim,**  
Vice President of Patient Services  
and Chief Nursing Officer