

# Reid Health Case Study



## SYSTEM-WIDE HERCULES IMPLEMENTATION RESULTS IN SIGNIFICANT PATIENT AND CAREGIVER BENEFITS

### Background

Reid Health, located in Richmond, IN, is a not-for profit 223-bed regional referral medical center serving east central Indiana and west central Ohio. Reid is a nationally recognized leader in Quality of Care, including being named one of Thomson Reuter 100 Top Hospitals.

In October of 2014, Reid became one of the first hospitals in the country to offer a new and innovative technology that makes the lives of its patients and its caregivers safer and more comfortable when it decided to standardize its beds with The Hercules Patient Repositioner™ (Hercules). Hercules allows a single caregiver to quickly and safely reposition a patient, who has slid down in bed, back up in bed with the simple push of a button. Now, Reid patients do not need to go through the pain, discomfort and sometimes embarrassment that has traditionally been associated with pulling a patient back up in bed.

In early 2016, Reid nursing administration completed a comparison of several key metrics to see if Hercules had actually impacted the patient and caregiver experience. Important metric data was collected for the year before Hercules was introduced (2013) and compared with the same data for the first full calendar year after Hercules was installed (2015). These key metrics included patient satisfaction, caregiver injuries and hospital acquired pressure ulcer rates. The results and conclusions from this research are shared below.

### Results

#### PATIENT SATISFACTION SCORES INCREASE

“The feedback from patients and from staff has been tremendous,” said Kay Cartwright, Reid Vice President Continuum Care/Chief Nursing Officer. Greg Shock, Reid Nursing Finance and Special Projects Manager commented that while he cannot attribute this solely to Hercules, “I do believe that it has been a strong contributor in the increase we have seen in our Press Ganey overall patient satisfaction ratings.”

“Our patients love the fact that two or three people don’t have to help move them up in their beds, and it also reduces staff time and reduces risk of injury,” said LuAnne Christofaro, Director of Quality Assurance at Reid. “One caregiver can often reposition a patient safely in just a few seconds,” Christofaro said, adding “that before Hercules was on all of our beds, repositioning was often uncomfortable for the patient and sometimes even embarrassing.”

Michelle McClurg, Director of Patient Experience, said Reid is always seeking technologies that improve the experience for its patients and improve efficiency for their staff. “We know that a hospital stay in itself often involves discomfort because of illness. Anything that we can do to help reduce that discomfort and preserve the patient’s dignity is something we always want to do.”

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“This is a product which meets multiple needs—caregiver efficiency, patient and staff safety—and allows great improvement in the patient experience when someone has to be in a hospital bed.”

**Kay Cartwright**  
Vice President,  
Continuum of Care, CNO  
Reid Health

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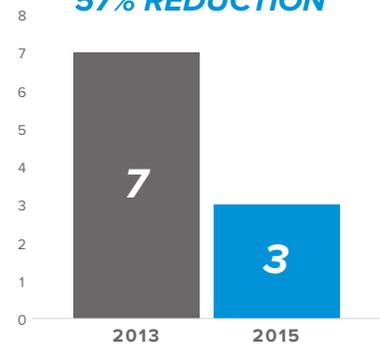
## CAREGIVER INJURIES DROP OVER 50% LIGHT DUTY ASSIGNMENTS REDUCED OVER 70%

Since Reid has been using the Hercules Patient Repositioner, the number of reported caregiver injuries has dropped significantly. In fact, the number of reported injuries related to patient repositioning for the year after the Hercules installation compared to the year before the installation saw a drop of 57%. Also, the number of light duty assignments or restricted activity days for caregivers as a result of injuries went from 94 to 26, or a 72% reduction.

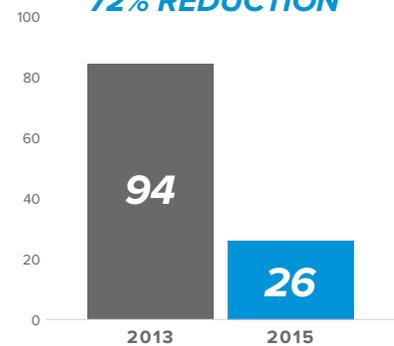
## HAPU INCIDENCE RATE DECREASES 79%

From a clinical standpoint, Reid has seen a dramatic reduction in their incidence of hospital acquired pressure ulcers (HAPUs) since introducing the Hercules. In 2013, their HAPU incidence rate was 6.1% compared to 2015, where the rate dropped to 1.3%, representing a 79% decrease. Cartwright added “Not only does the system reduce the friction and shear often associated with traditional repositioning, but I strongly believe that we have impacted our patients’ care and well-being by keeping them up in bed where they are both more comfortable and at less risk for skin breakdown. Additionally, by using Hercules, we have seen a significant reduction in our specialty bed rental expenditures.”

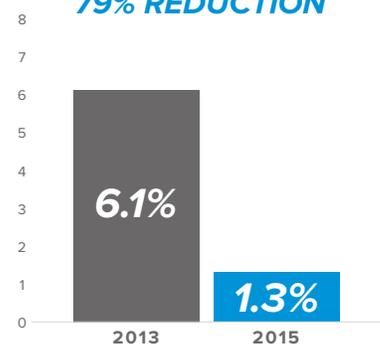
### Reported Caregiver Injuries 57% REDUCTION



### Restricted Activity Days 72% REDUCTION



### HAPUs Incidence 79% REDUCTION



“Making the decision to standardize on Hercules was a win-win for everyone involved.”

Kay Cartwright

## Conclusion

“We are really happy that we found the Hercules Patient Repositioner™.” Cartwright said “This is a product which meets multiple needs — caregiver efficiency, patient and staff safety — and allows great improvement in the patient experience when someone has to be in a hospital bed. Making the decision to standardize on Hercules was a win-win for everyone involved.”