

CASE STUDY:

The Children's Hospital

The logo for SK&T features the letters 'S', 'K', '&', and 'T' in a bold, sans-serif font. The 'S' and '&' are black, while the 'K' and 'T' are blue. The letters are arranged in a slightly overlapping, staggered manner.

SK&T

**Products don't solve problems.
Knowledge does.**

CASE STUDY: The Children's Hospital

Products don't solve problems. Knowledge does.

The Children's Hospital in Denver deals with approximately 500,000 patient visits every year at its 13 locations. To keep up with the influx of young patients and their family members who need identification, the inpatient and surgery admitting staff was spending eight hours a day preparing wristbands for the following day. The bands were output as stickers that had to be trimmed and affixed to a snap band, creating a time-consuming process—and a waste of the hospital's most valuable resource: its people.

The snap bands were a temporary fix, because they posed a choking risk for the children. Stephanie Benintendi, Director of Patient Access, and Tobi Knight, Admitting Supervisor, teamed up to search for a better wristband printing solution, a quest that began in 2006 and continued the next year when they moved to their new facility. They had looked at a variety of printers and were about to place an order for the Zebra Technologies' TLP 3844-Z™ when Kathy Lawson of SK&T Integration alerted them to a better alternative.



CASE STUDY:

The Children's Hospital

Working with SK&T Integration, one of the largest bar code system integration firms in the Rocky Mountain region, The Children's Hospital's security manager participated in a demonstration of Zebra's new HC100™ Patient I.D. Solution, to see if it would meet their needs for providing identification and access to visitors when they entered the hospital. The direct thermal printer features easy-to-load cartridges that contain the industry's only antimicrobial-coated wristbands. In addition, the HC100 printer detects wristband size—adult, pediatric, infant—and automatically calibrates its settings for optimal print quality. The bands also last longer than other types, typically three weeks, which reduces the number of bands produced.

According to Stephanie the chance encounter was “just meant to be.” Tobi explains that the previous wristbanding process was far too complicated. “The printer we had been using was so complicated to load and operate correctly. The labels had to be custom-made, so we had to teach everyone across the organization how to order the bands they needed. It simply wasn't worth the trouble!”

SK&T Integration offers a 30-day “Try & Buy” so end-users can put their equipment to the test. Stephanie and Tobi agree that they were sold right from the start, but took advantage of the “test drive” any way. The antimicrobial coating was a selling point for the nursing staff and infection control department, but it was the ease of use of the wristband printer that brought hospital-wide acceptance. The HC100 Patient I.D. Solution was the answer they had been seeking for more than two years.



CASE STUDY:

The Children's Hospital

According to Tobi, the hospital prints about 4,800 wristbands each week.

The HC100's capability of printing multiple sizes prompted them to purchase additional printers so they could have three at the registration stations—one for each size. By doing so, the staff wouldn't have to change cartridges. This move saves even more time, and, according to Tobi, reduces some of the confusion.

"We have different sizes and colors of HC100 wristbands being used around the hospital at any given time, and we'll probably add more when we move forward with the barcode initiative," she says. "Having consistency is a big advantage."

Tobi also points out that, beyond providing the printers, SK&T has been instrumental in maintaining the inventory of bands and cartridges. "Before working with Kathy and her team, there were times when we would place an order, something would go wrong, and we had to scramble to find a solution until we could get more wristbands. We have never experienced this problem with SK&T, and I truly appreciate that!"



CASE STUDY:

The Children's Hospital

Kathy explains that SK&T pays attention to the hospital's order history. She set up a "Make and Hold" program whereby she keeps a two- to three-month supply of bands and cartridges on hand and makes a weekly delivery to the hospital. At that time, an SK&T service person also picks up the empty cartridges for recycling, eliminating another task for the hospital staff, one that was a priority for the eco-friendly institution. SK&T also provides quarterly cleaning and preventive maintenance to ensure that the equipment is working at its highest level.

Stephanie and Tobi agree that while the HC100 Patient I.D. Solution provided the cure for their wristband woes, the knowledge and service provided by SK&T has truly left an indelible impression on them. Kathy, Ruth Ell, and Billy Karp have exceeded their expectations and set the bar higher for other service providers.

"What's made this work well is they really get what we're trying to do," says Stephanie. "I don't need to explain to them what our process is, what we want, or why we want it. I've had cases with other vendors where I explain what I need and then they come back with things that don't even come close to what I was asking for. When you have that problem with a vendor, you're less likely to go back to them, because if you have to continually explain yourself, it's not worth it. You want vendors who know what your business is about, and SK&T gets that."



CASE STUDY: The Children's Hospital

The responsiveness of SK&T has also proved beneficial to The Children's Hospital. Stephanie says that she has never had to wait more than an hour to get a response from them.

The Children's Hospital prides itself on innovation. The atmosphere is welcoming and the staff is customer-oriented, but Stephanie and Tobi are always looking out for new ways to improve efficiency and patient and visitor experience. They are currently exploring the possibility of adding a kiosk system, with Kathy's guidance.

"I do my research so that I can bring them ideas and solutions that will meet their needs. I try to keep them in the loop as far as new products," offers Kathy. SK&T is now in its second year with the contract. In Stephanie's view, the relationship with SK&T has lasting value.

"It's hard to be an out-of-the-box thinker, trying to keep moving your organization forward when you can't get vendors in the same universe. No other provider compares to SK&T."



SK&T Integration
10495 S Progress Way
Suite 104 Parker, CO 80134
877.646.3391 | info@skandt.com

