

HIMSS Presentation: February 28, 2007
Ernest N. Morial Convention Center, New Orleans

Northwestern Hospital Selects TigrNet™ for New Prentice Women's Pavilion in Chicago

New Orleans, LA - Three critical practices determine whether technology innovation can succeed in a new hospital, Northwestern Hospital CIO Tim Zoph told attendees at the HIMSS Annual Conference in New Orleans. These practices are: (1) start with a commitment to bring information and communication to patients; (2) make disciplined choices among technologies by simulating user environments up front; and, (3) load and test the chosen technologies in place before opening the new building.

Mr. Zoph, CIO at Northwestern Hospital for the past 13 years, said that the new Prentice Women's Hospital, planned to open in November 2007, would be "wired and wireless, and will use VOIP extensively." Specific technology decisions were made, he added, to offer a seamless patient experience in an operating environment that was patient-centered.

"Our goal is to bring services in a self-service manner to our patients," Mr. Zoph commented, "and patients want access to their caregivers."

Northwestern Hospital selected the TigrNet system from TeleHealth Services to provide the in-room menuing, video education, and internet access, using 42" flat panel televisions, Mr. Zoph said. "This technology says to the patient, 'You are a part of the care experience. We care about your interactions.'"