

IHD customers blaze trails and fight infections

In the last two years, epidemics such as H1N1 have given rise to concerns about infection control. Today, it's not unusual to see hand sanitizers affixed to office building lobby walls, tissue dispensers in public areas and other manifestations of widespread efforts to keep germs at bay.

Several of IHD's customers, however, were ahead of the curve when it came to infection control, including Memorial Healthcare System in southern Florida. In 2007, when Betty Finnk, R.N., C.I.C., Director Infection Prevention and Control at Memorial Healthcare System, became interested in installing [Intelligent Healthcare Displays'](#) (IHD) [Infection Control Stations](#) at the organization's six hospitals and numerous other facilities, infection-control stations were somewhat of a novelty.

"We first saw IHD's infection-control stations and signs during a visit to Northwestern Hospital in Chicago and liked the idea," says Finnk. "At the time, it was a niche product that hadn't really taken hold."

For many of IHD's early customers, the prospect of going beyond the standard soap and water stations available at most hospitals was appealing, even before the trend took hold.

After seeing Northwestern's stations, Finnk contacted Susan Molloy, Customer Service and Sales Manager for IHD, and they worked with IHD's engineers to develop custom infection-control stations. IHD takes a hands-on approach and pays great attention to detail during the design process to ensure that all products meet customers' specific needs. For Memorial Healthcare System, this entailed a slight modification from IHD's basic stock stations – an additional receptacle for brochures – and the ability to be able to insert its own posters into the displays.

"Susan brought on her engineers to discuss our needs over the phone, and they sent pictures and drawings to demonstrate the proposed design and make sure it worked for us," she says. "For example, they sent pictures with people standing next to the stations so we could get a real perspective on the size, which was helpful."

The prototype featured tissues, antibacterial hand wipes, a brochure rack for hospital literature and face mask dispensers in child and adult sizes. Memorial Healthcare System tested the station at its largest hospital, where it was well received by patients and employees.

Since then, Finnk estimates she had ordered between 40 and 50 of these stations in the last four years, which are placed at most hospital entrances and other high-traffic areas. IHD customers such as Memorial Healthcare System depend on, and can attest to, the durability of these stations.

"Kids in hospitals can get a little restless at times, and we have only needed to replace a small part of one station," she says. "We need to have confidence in the sturdiness and quality of the equipment we use in our hospitals, and we hold our infection-control stations to the same high standard."

IHD's customers appreciate this quality, flexibility (in addition to modifications, customers are able to select the color of station that most closely matches their interiors) and personalized, friendly service. What's more, customers who began using IHD's infection-control stations before the H1N1 epidemic were well prepared when it hit, and many say that these products instilled a sense of comfort in their employees and patients.

"Fortunately, we had these stations in place before the H1N1 epidemic," she says. "When it hit, everyone in the waiting rooms was putting the masks from the infection-control stations to good use. Sticking a bottle of sanitizer on the wall doesn't always do the job."

Customers who use IHD infection-control stations say they sometimes even receive direct feedback from patients who appreciate hospitals' efforts to go above and beyond to keep everyone healthy. For hospitals and healthcare organizations that need to provide the highest level of safety possible for their communities, employees and patients, IHD products set an elevated standard in infection control.