

CASE STUDY:

St. Anthony Hospital in Gig Harbor, Wash.

Toshiba and St. Anthony Hospital Partner on Successful Opening of New Hospital and Radiology Department

SITUATION:

As a new facility being built from the ground up, St. Anthony Hospital required a full suite of new medical imaging technology, including CT, MRI, X-ray and ultrasound, to serve its patient population. The hospital needed a sole-source vendor that could provide top-notch medical imaging equipment as well as a strong service team that would play an important role in planning and developing its new radiology department – from assisting with room design to installing equipment. St. Anthony also needed a vendor that could properly train new staff on all imaging modalities so it could safely and successfully image patients from day one.

SOLUTION:

After considering the major vendors in the industry, St. Anthony selected Toshiba America Medical Systems, Inc. as a partner in the development of its new radiology department. St. Anthony purchased a suite of 12 Toshiba systems, including an Infinix™ VF-i/BP vascular X-ray system, a Vantage Titan™ MR, Aquilion® 64 and Aquilion® Large Bore CT systems, five ultrasound

systems, a Kalara™ DR and two T.RAD™ DR X-ray systems.

In addition to purchasing equipment, St. Anthony worked with Toshiba's Service Business Unit to install its new radiology department. Toshiba provided an on-site project manager to facilitate everything from room design and installation process to ensuring that the equipment was operational on the hospital's opening day.

Through this process, Toshiba and St. Anthony worked together to plan and develop a detailed schedule for the installation of the systems. Since several rooms were installed at the same time, Toshiba's on-site project manager was an integral part of the hospital's construction team. Additionally, Toshiba provided training support at its Education Center in California and on-site for all modalities, enabling St. Anthony's to open on schedule and begin imaging patients on opening day.

RESULTS TO DATE:

- **Partnership Approach:** Toshiba's partnership approach of working side by side with St. Anthony, from room planning to staff training, ensured that the new radiology department was on schedule and successfully imaging patients on opening day.

- **Installation and Training Support:**

Toshiba Service's streamlined installation and world-class training enabled St. Anthony to effectively utilize its systems immediately after purchase.

- **Expert Customer Service:** Toshiba Service includes some of the most knowledgeable and technically proficient professionals in the industry, providing expert support and consultation.



Franciscan Health System, a comprehensive health care organization located in Washington State, built the brand new St. Anthony Hospital in Gig Harbor, Wash., and selected a full suite of Toshiba diagnostic imaging systems to serve its patient population.

Franciscan Health System
Advanced Medicine, Trusted Care

Franciscan Health System, a comprehensive health care organization located in Washington State, was building the brand new St. Anthony Hospital in Gig Harbor, Wash. At the time,



The Infinix VF-i/BP vascular X-ray was one of 12 Toshiba systems Franciscan Health system installed with the support of Toshiba Service at St. Anthony Hospital.

St. Anthony was the only hospital in the state being built from the ground up. The new facility is licensed for 80 beds and distinguished by the range of inpatient and outpatient medical services it provides to the region. The community was enthusiastic about the hospital's environmentally sensitive construction approach and advanced medical technologies that would soon be available.

As a new facility, St. Anthony needed to purchase a full suite of medical imaging technology to serve its patient population and select an imaging vendor whose service department could support the hospital throughout installation. The search and installation of the new equipment involved many individuals from the Franciscan Health System; however, the day-to-day decisions and activities were led by the capital equipment planning manager at Catholic Health Initiatives, Brent Doyen, C.B.E.T. PMP, and St. Anthony Hospital's new manager of diagnostic imaging Rick Wendt, BS, RTR, FABC.

Selecting the Right Partner and Sole Source Vendor

St. Anthony managers knew the medical imaging vendor they selected would be heavily

involved in the entire radiology department planning process, from room design to final installation and training. To help streamline the project, St. Anthony managers felt it was important to select a single medical imaging equipment vendor known for having a strong service department.

"We needed a vendor that would be a partner in the development of the imaging capabilities at St. Anthony," explained Doyen. "The vendor would play an integral role in the entire process, from the design of the rooms all the way through training. Coordinating the installation of numerous imaging systems during the ground-up development of the hospital would be a challenge. The imaging vendor's service team would be significantly involved in the day-to-day activities."

"We also needed a vendor who could provide a suite of high-quality imaging equipment across all the modalities we needed," added Wendt. "Using a single vendor would allow our radiology teams to work across a single platform, creating greater ease of operation."



St. Anthony Hospital and Toshiba's service team worked closely to plan the radiology rooms and develop a detailed schedule for the installation of the systems, including the Kalare DR X-ray system.

St. Anthony selected Toshiba America Medical Systems to provide 12 Toshiba systems, including an Infinix™ VF-i/BP vascular X-ray system, a Vantage Titan™ MR, Aquilion® 64 and Aquilion® Large Bore CT systems, five ultrasound systems, a Kalare™ DR and two T.RAD™ DR X-ray systems.

"One of the primary reasons we chose Toshiba was because its service team provided us with the expertise and flexibility to work as a true partner during installation of the radiology rooms," said Doyen.

The work did not end with the selection of imaging systems. In fact, the work was just beginning for the St. Anthony and Toshiba teams. Both were charged with coordinating the radiology department design and streamlining the installation of the equipment, which required significant day-to-day involvement and attention.

Planning and Installing the New Systems

Toshiba and St. Anthony worked closely to plan the radiology rooms and develop a detailed schedule for the installation of the systems. Several rooms were installed simultaneously while the team also worked around other elements of the hospital's construction. To help facilitate the design and installation process, Toshiba provided a project manager to St. Anthony.

"We greatly benefited from having a Toshiba project manager at our facility throughout the process, enabling us to make changes on the fly," said Doyen. "The Toshiba project manager attended a majority of our planning meetings and provided insight and expertise when problems arose."

For example, in the MR room, the Toshiba project manager recommended the MRI floor

Toshiba's service team provided us the expertise and flexibility to work as a true partner during the installation of the radiology rooms.

— Brent Doyen
Capital Equipment Planning Manager
Catholic Health Initiatives

shielding be recessed 1.5 inches below the floor, so the MR would sit flush with the flooring and improve patient access. "Our Toshiba project manager also provided expertise on the control panel positioning and other non-Toshiba factors in the room, which helped us create a more user-friendly space," noted Doyen.

"Toshiba's proactive approach with the design and construction teams made them a true partner," said Wendt. "The flexibility in scheduling the workforce in constantly shifting windows of time resulted in a smooth installation. For instance, the original drawings for the X-ray room did not fit the room, but Toshiba listened to our needs, re-designed the drawings and worked with the architect to make the X-ray room exceed our expectations. St. Anthony is now a Toshiba national show site."

Toshiba and St. Anthony began the installation process in mid-December 2008 and successfully completed it by February 2009, in time for the hospital's grand opening in March.

Training and Applications Support

Before St. Anthony's doors opened, the new radiologists and technologists required training on the systems, since 80 percent of the technologists and radiologists working on the new medical imaging equipment were also new to the Franciscan Health System. To ensure that the facility was able to image patients on opening day, a significant amount of training was required. To accomplish this goal, St. Anthony sent its MR and CT staff to Toshiba's Educational Center in Irvine, Calif., which is equipped with classrooms, labs and advanced products. The Center's clinically qualified instructors and limited class sizes provided a high level of personalized instruction to the St. Anthony staff.

This training went beyond the classrooms in Irvine. As the hospital's opening day approached, Toshiba's applications specialists were on-site providing an additional week of training on each modality to ensure St. Anthony staff were comfortable with the equipment prior to imaging their first patient.

"Toshiba's support in training and applications was critical in ensuring that our systems were running full speed by opening day," said Wendt. "Patient safety and satisfaction are of the utmost importance at St. Anthony, and having properly trained technicians was paramount to achieving this from day one. For example, for some patients it is necessary to show real-time motion for fluoroscopic imaging. Toshiba's applications specialist worked with us to ensure that the Kalare X-ray system provided the real-time motion and image quality we needed to serve our patient population."

Imaging and Treating Patients from Day One

St. Anthony Hospital opened on March 17, 2009, and was imaging and treating patients that day, which is not often the case for many hospital openings. To ensure that St. Anthony's introduction to the community was smooth and successful, Toshiba applications specialists were again on-site for the first two weeks, assisting the St. Anthony staff during the imaging of patients.

"Toshiba's flexibility, expertise and service support allowed us to treat patients on opening day," said Wendt. "Given our experience with Toshiba during the development of our hospital, we decided to enter into a service contract with Toshiba for ongoing support."

With Toshiba's support, St. Anthony successfully developed and finished the new radiology department from planning through execution. Toshiba continues to provide the hospital with the knowledgeable and technically proficient service it needs on a daily basis.



St. Anthony Hospital installed the Vantage Titan MR system, and the expertise of Toshiba's on-site project manager contributed to the successful arrangement of the room.



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