

# DELL HELPS DESIGN A STATE-OF-THE- ART CHILDREN'S HOSPITAL

## No detail too small to benefit from Dell's expertise

One of the most visible embodiments of the relationship between the Seton Family of Hospitals and Dell Inc. is the Dell Children's Medical Center of Central Texas in Austin, which opened June 30, 2007. As Seton's designated provider of IT services and technology, Dell was involved from the ground up in designing and overseeing IT aspects of the 169-bed facility to support the latest medical technology, helping to give youngsters from birth through 18 the best care possible.

"Our vision for Dell Children's was a world-class hospital that could provide specialty pediatric services for all of central Texas. Designing a facility from scratch gave us a unique opportunity to bring in new technologies, plus continue enhancements we've been making for some time," says Tom Gallagher, Seton's senior vice president of business development.



### CUSTOMER PROFILE

**COUNTRY:** Austin, Texas (USA)

**INDUSTRY:** Healthcare

**FOUNDED:** June 2007

**NUMBER OF BEDS:** 169

**NUMBER OF EMPLOYEES:** 1,100

**WEB ADDRESS:**

[www.dellchildrens.net](http://www.dellchildrens.net)

### CHALLENGE

To build a new, 475,000-square-foot pediatric hospital, Seton wanted to make sure it would incorporate state-of-the-art information technology to support world-class medical care, now and for decades to come.

### SOLUTION

Dell provided strategic guidance on the design and construction for the IT infrastructure of Dell Children's Medical Center, as part of its long-term consulting relationship with Seton.

### BENEFITS

#### GET IT FASTER

- High-bandwidth networking to accommodate medical images
- Mobile, cart-based computers for instant access to vital information

#### RUN IT BETTER

- Built-in dictation points with speech recognition capacity
- Wireless Internet access for patients and families, as well as staff

#### GROW IT SMARTER

- Digital hospital with electronic medical records



# “OUR RELATIONSHIP WITH DELL HAS BEEN SUPERB THROUGH THE YEARS. I DON’T KNOW HOW WE WOULD HAVE DONE (THE CHILDREN’S HOSPITAL) PROJECT IF WE HADN’T HAD THAT RELATIONSHIP.”

Tom Gallagher, senior vice president of business development, Seton Family of Hospitals

That meant not just patient-facing features such as wireless Internet access, but a powerful, sophisticated IT platform that would reliably support the delivery of world-class care. Dell advised the hospital’s planners on how to take IT needs into account in the architecture.

Even mundane details, such as creating “charging corrals” next to nursing stations to plug in clinicians’ rolling computer carts, help with day-to-day efficiency, according to Seton CIO Gerry Lewis. Another built-in feature is dictation system access points from any phone, anywhere, scattered throughout Dell Children’s, equipped with speech recognition technology, to let doctors make notes wherever it’s convenient.

The medical center has a redundant, load-balanced, high-speed data network. This transmits and stores medical images, which can take up to half a gigabyte each, and electronic patient records, which nurses and doctors can access wirelessly from anywhere in the Seton system.

“It’s all digital,” Gallagher says. “We don’t call it a ‘paperless’ hospital because there are still some paper forms. But we wanted to provide all the clinical information we could in a digital format.”

That includes clinical document imaging. “When children come in, we scan their paper medical records into a longitudinal electronic health record, so all that information is in one location.”

“Our relationship with Dell has been superb through the years. Dell has become a part of our leadership team at Seton, and I don’t know how we would have done this project if we hadn’t had that relationship,” Gallagher concludes.

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