

“Our nurses and therapists often provide calm and encouragement to families who are struggling with very trying circumstances. Cooperative technology makes a huge difference in the quality of life for our employees.”

Lisa Davis
President and Chief Executive Officer
Nursing and Therapy Services of Colorado

Fujitsu helps nurses and therapists in Colorado spend more time with their patients and improve overall performance and satisfaction.

At a glance

Country: USA
Industry: Healthcare
Founded: 2001
Industry: ntsoc.com

Challenge

Nursing and Therapy Services of Colorado (NTSOC) staff rely on their tablets for everything from recording patient data to managing schedules. Not only was poor tablet performance and unreliability wasting precious time throughout the workday, but nurses and therapists had to travel to the NTSOC office several times a week for computer help.

Solution

The organization provided its visiting nurses and therapists with 53 new FUJITSU Tablet LIFEBOOK T726 convertible tablets, initially running the Windows 8.1 operating system and soon to be upgraded to Windows 10. At the same time, it upgraded its 45 office computers to Windows 10.

Benefit

- Tablets are faster and have a longer battery life, improving performance
- Nurses now have the freedom to switch between keyboard, digital pen, and touch interface, depending on the task at hand
- Sync time has been reduced
- Time spent with patients has increased, while staff frustration has been eliminated

Customer

Based in Colorado Springs, the Nursing and Therapy Services of Colorado (NTSOC) helps families of children with special needs care for their children at home. NTSOC recently gave its home-visit nurses and therapists Fujitsu tablets running Windows 8.1 - soon to be upgraded to Windows 10. Because the new tablets are so much faster and more flexible, nurses and therapists now have more time to care for patients. With field computer problems eliminated, NTSOC IT staff have resolved worker frustration and have more time to devote to new projects.

Products and Services

- FUJITSU Tablet LIFEBOOK T726
- Windows® Phone 8.1
- Windows® 10



“Please do something about the tablets!”

Kerry Wright was at her wits’ end. It was 3:00p.m. and she still had five patients to visit that day. Troubles with her work tablet had put her way behind. Pulling up patient files took minutes, not seconds, as did syncing with the office server. Sometimes the sync failed altogether. Every minute she struggled with the balky computer was a minute less she could spend with her patients and their families, who really needed her help.

Wright is a visiting nurse for Nursing and Therapy Services of Colorado (NTSOC), a home healthcare organization that provides care services for about 350 children in Colorado’s El Paso and Teller Counties. Because children with special needs require such intensive care, their parents often cannot hold down jobs. NTSOC trains parents to be home caregivers and reimburses them for specific services they perform for their children, which can include dressing, feeding, bathing, and diapering. Parents report these care activities to NTSOC using a Windows phone.

NTSOC has a staff of 53 nurses and therapists who regularly visit patients in their homes and go over care plans with parents. There are never enough hours in the day for Wright and her colleagues to do their work.

“Each week, our nurses and therapists make about 260 home visits and verify tens of thousands of care activities,” says Lisa Davis, President and Chief Executive Officer at NTSOC. “They rely on their tablets for everything from recording patient data to managing schedules, and the old tablets they used were becoming a serious hindrance to our mission.”

Not only was poor tablet performance and unreliability wasting precious time throughout the workday, but nurses and therapists had to travel to the NTSOC office several times a week for computer help. “I saw about 30 problematic tablets every week, and each one could take me a couple of hours to troubleshoot,” says Richard Titmas, Director of IT and Emergency Management at NTSOC. “I couldn’t get anything else done.”

When NTSOC performed an employee satisfaction survey, one of the number-one requests was: “Please do something about the tablets!”

Hours more each week for patient care

NTSOC listened. In January 2017, the organization provided its visiting nurses and therapists with 53 new FUJITSU Tablet LIFEBOOK T726 convertible tablets, initially running the Windows 8.1 operating system and soon to be upgraded to Windows 10. At the same time, it upgraded its 45 office computers to Windows 10.

“Our electronic medical records vendor, Netsmart, recommended the Fujitsu tablets, and upgrading to Windows 10 was a no-brainer,” says Titmas. “We don’t upgrade technology that often, and we wanted to have the latest and greatest software, not only for the performance gains but to be ready for new applications and care delivery innovations.”

The Fujitsu tablets are blazingly fast, have a long battery life, and give nurses the freedom to switch between keyboard, digital pen, and touch interface, depending on the task at hand.

“We’ve saved weeks of time in the three months that we’ve had our Windows 10 tablets,” Davis says. “Nurses and therapists no longer have to come into the office with computer problems, which frees up their time for patient care.”

Says Jennifer Martarano, an NTSOC nurse, “The quicker sync time has saved many hours for me over the months that I’ve had the new tablet.” Her colleague Kerry Wright adds, “I was one of the volunteer testers of the new tablets, and I didn’t want to give it back because it was so much easier to use and made my job easier.”

Every bit as important as the performance speed ups is the aggravation elimination. “Our nurses and therapists often provide calm and encouragement to families who are struggling with very trying circumstances,” Davis says. “We don’t want our staff frustrated by their technology. Cooperative technology makes a huge difference in the quality of life for our employees and really aids with worker retention.”

Titmas, who wears many hats at NTSOC, hasn’t had a single equipment failure or complaint in three months. “I no longer take work home at night because I can get my job done during the day,” he says. “I have 30 or 40 projects on my whiteboard – creating an emergency operations plan, placing security cameras, doing web development – and it’s satisfying to start to get some checkmarks on those.”

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