

Customer reference case: Flexible, ergonomic and hygienic workplaces

A noticeable gain with respect to time, considerably more hygiene and an infrastructure which will remain state of the art for decades: in the new university hospital 'Bocage' in Dijon, France, management gives a positive summary of the workplace design with Dräger products despite challenges in planning the workplace.



The head nurse operating room Catherine Thiard remembers her former workplace at the previous hospital of the Centre Hospitalier Universitaire (CHU). The patients were supplied by wall connections and cables lay on the floor where hospital personnel could get caught in them. The cables got in the way when moving things and they made cleaning a challenge. Today the work of the head surgical nurse is easier because all supply units in the new building in Dijon with its 1,200 beds come from the ceiling, and not one cable can be found on the floor. All connections can easily be moved to the patient and be within reach. For example, when Catherine Thiard brings a patient from the OR to the ICU, she can quickly connect the necessary apparatus.

Catherine Thiard: 'Connections in the walls were used for patients' supply units.'

Thanks to the Dräger supply units, the floor is free of obstacles and the hospital can meet the increasing requirements regarding hygiene better than ever.

Catherine Thiard: 'The risk of infection is a constant concern in the operating theatre and intensive care, and the new Dräger ceiling structures simplify cleaning at floor level and limit the risk of falls.'

At the beginning of the millenium, when planning started for consolidating the three existing hospitals in Dijon into one new building, one objective was clear: everything had to be done right in the university city. A perfect hospital was to be built to the east of the city. The architecture of the house called 'Bocage Central' was intended to ensure short distances between the stations. The aim of the planners was to equip the 1,200-bed building with the latest state-of-the-art technology, not only to guarantee maximum security and quality of care, but also to keep the internal processes as lean as possible to ensure economic success as well. 'Everything is new in terms of security and quality which means that every employee has the tools to ensure the best quality in his or her work,' says Professor Claude Girard, head of anesthesiology and intensive care and also head of the planning commission of the new building.

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The Opera system enables physicians to completely change the layout of the operating theatre, if necessary.

Dräger plays a central role in the uncompromising quality concept in France. After an extensive market analysis, the hospital decided to equip all workplaces in the 25 ORs, the 40-bed ICU and the PACU with Dräger supply units and workplace components. All in all, more than 150 Agila, Agilatube and Movita supply units and 39 Ponta beam supply systems were installed in the new building. Three ORs for cardiac and vascular surgery were also supplied with an Opera ceiling supply unit including a ventilation system. Added to that are Primus anaesthesia devices and the Evita XL ventilation solution. Thus, the CHU in Dijon has one of the largest Dräger installations in France at its disposal.

Homogeneity in the equipment selection played a major role in planning the new hospital, reports Claude Girard. As many devices as possible by one manufacturer should simplify its operation by the staff, for example, when standby staff are on duty in the Bocage. According to the departmental head, the homogeneity of equipment ensures improved safety and reliability: 'We have fewer faults and minimal operating errors because the employees know the equipment well.'

For the Centre Hospitalier Universitaire Dijon, long-term investments were also of importance, emphasises Claude Girard. Because 'what is right today may no longer be right tomorrow,' – workplace infrastructure must stay flexible and modifiable. For example, the Bocage has equipped ORs so that they can also accommodate

radiological devices and thus can be used for both interventional radiology and surgical procedures.

Claude Girard: 'Architectural projects and organisational structures should be managed jointly and interlinked. Architecture should be able to be modified over time, and machines should be designed to keep pace with the architectural and organisational development of technical platforms.'

According to the head of the anaesthesia and intensive care Unit of CHU, 'Working with a company that reacts and is sensitive to the requirements of adaptability and rapid transfer of innovation is very important.'



Thanks to the Dräger supply units, the floors in the PACU, ICU and in the ORs stay free of obstacles so the hospital can easily meet the increasing requirements with regard to hygiene.



According to Claude Girard, a flexible concept could also be realised in the OR. It was his requirement that all ceiling arms have several joints to increase their operating area. The three Opera ceiling systems help provide the maximum possible level of hygiene and flexibility at the same time.

Claude Girard: 'The Opera system enables us to completely change the layout of the operating theatre, if necessary.'

CHU created, using Dräger accessories, a 'highly innovative anaesthesia workstation in which all important medical devices, such as the ventilator, multi-parameter monitoring and preoperative-anaesthesia-monitoring software are brought together in a single location and are very accessible,' points out Jérôme Boyer, a biomedical engineer. 'We succeeded

in developing a concept perfectly adapted to the anaesthetist. It is also a strong point of the Dräger system,' he adds. CHU's decision to make Dräger their supplier was preceded by a thorough selection process, according to members of the planning commission Jérôme Boyer and Hubert Favelier, head of purchasing. The commission had several suppliers present their concepts. In this process, all stations required that the new supply concept keep the floor free of obstacles – for reasons of practicability and hygiene. It is supposed to be adaptable to the versatile uses of the operating theatres and should allow a swift change of configuration.

All potential users of the equipment could assess the suppliers' concepts.



According to Jérôme Boyer and Hubert Favelier, parts of the CHU already had positive experiences with Dräger supply units. Boyer: 'The colleagues there were absolutely satisfied.' So they agreed with the personnel that the supply concept in the new Bocage would be provided by Dräger. Then, together with Dräger, the concept was developed in several work groups consisting of employees from the different hospital departments. The challenge here was shortage of time. The hospital had to decide which areas were to be supplied in three weeks, to define together with Dräger which devices were necessary in eight to twelve months, and Dräger had to produce, deliver and install more than 150 ceiling columns, ceiling arms and supply units in four to six months. Jérôme Boyer: 'Those were extremely short deadlines, and we are happy that they could be met.'

Today, the persons responsible in Dijon praise the course of the project. Hubert Favelier, head of purchasing: 'There was flawless, constant communication between all technical and commercial teams so that the project could be completed in the extremely short time we agreed on. Against all odds on the construction site.' According to Favelier, Dräger has also contributed to this success after the installation, when Dräger employees helped to set up and adapt the new devices: 'So all post-work activities were already completed three months after commissioning,' tells Favelier.

One year after the opening of the new building the solutions have proved themselves in operation. Head nurse operating room Catherine Thiard: 'We now have 25 different ORs in which we all find basically the same type of workplace. That is a benefit for the staff.'

And Professor Claude Girard is happy that today's processes in the Bocage are optimised and flexible, and that it is possible to rely on strong hygiene systems. 'We have created an environment that is the optimum environment for patient's healing.'





Professor Claude Girard
head of anesthesiology and intensive care

Professor Claude Girard, head of anesthesiology and intensive care.

Professor Claude Girard is head of anesthesiology and intensive care at the Bocage. He also was head of the planning commission for the new building. It was his target to realise the ideal in hospital construction with the new building. Regarding the workplace design, it was important to him to get infrastructure that helps to optimise processes and workflows,

allows flexibility in the use of rooms, supports the hospital in meeting the hygienic requirements both in day-to-day work and in the long term and allows easy use by the employees thanks to its homogeneity. Claude Girard is convinced that the level of quality in the Bocage also contributes to shorter periods of hospitalisation for patients.

Jérôme Boyer, biomedical engineer at the Bocage and member of the planning commission,

emphasises the employee participation in the workplace design at the Bocage. The future users had focussed on the point that they can work everywhere when there are no obstacles on the floor: in the ICU, in the OR and in the PACU. They wished for obstacle-free floors not only in terms of hygiene but also for practical reasons in order to make it easier to connect devices and bring materials into the rooms.

Hubert Favelier, head of purchasing, reports that the employees are happy with the chosen solution. Workplaces comply with ergonomic requirements, processes were simplified and hygiene could be optimised. Dräger contributed its share even after installation when Dräger employees set up and adapted the devices. 'The quality of customer service and the continuing support of our project by Dräger resulted in the completion of all adjustments only three months after the commissioning of all devices.'

Catherine Thiard, head nurse operating room,

emphasises the importance of ergonomics for her work and the work of her colleagues. 'We have rooms which are not very large but have to accommodate a lot – be it materials or personnel. That means it is obligatory that everything is ergonomic and adjusted to the workflow.' She thinks the Bocage has achieved this goal with the Dräger solution. Thiard: 'For us, Dräger devices stand for an increase in ergonomics, freedom of movement, obstacle-free floors, and standardisation of the workplace.'



Jérôme Boyer, biomedical engineer and member of the planning commission



Hubert Favelier, head of purchasing



Catherine Thiard, head nurse operating room



About the hospital:

The Centre Hospitalier Universitaire (CHU) is the referral hospital for the whole region of Burgundy. The 1,200-bed hospital performs about 25,000 surgeries per year. One focus of the hospital is cardiac surgery with about 800 surgeries per year. One of the three facilities of the CHU is the 'Bocage Central,' a new building with 80,000 square meters floor space which was opened in 2011.

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