

## **Mercy provides educational programming to patients at three hospitals from one remote location**

The LEIGHTRONIX NEXUS revolutionized the way Mercy St. Vincent was able to deliver educational programming

Mercy Hospitals make it a priority to educate patients before they walk out the door to increase their chances of success, no matter what their condition.

“We hope that it is impressed upon our patients that we are really trying to give them the total healing process, physical from surgery to rehab, to education,” said AV Specialist Jeff Coomer, of the Toledo, OH, St. Mercy hospital group. “For some people walking out the door, getting the correct information and being educated is critical.”

The LEIGHTRONIX NEXUS® revolutionized the way St. Mercy was able to deliver educational programming to patients.

“The NEXUS allows us to educate our patients 24/7 by delivering content bedside on an in-house educational and informational channel. Before the NEXUS, when we wanted to show a patient something, we’d have to run VCR’s and DVD’s to their individual rooms. This was ineffective. We wanted to make sure that we were reaching every patient before they left the hospital,” Coomer said. “Now all they have to do is tune in during the scheduled time and they will get the information needed, without the aid of external equipment.”

Mercy St. Vincent uses one channel to create block programming aimed at the three medical areas that connect with the hospitals largest patient



AV Specialist, Jeff Coomer, is able to schedule unique programming to three St. Mercy hospitals in Toledo, OH, St. Anne, St. Charles, and St. Vincent all from this desk at the St. Vincent branch.

populations, cancer, cardiac, and diabetes. Four times a day Coomer provides about an hours worth of programming on each subject, creating a cardiac block, a diabetes block and then a cancer block that repeats as the day goes on.

“That way a nurse or doctor can tell their patient, ‘ya know, at this time, you can tune in and see what cardiac artery bypass graph surgery is about, you’re going to have it why don’t you look at this,’ or ‘You’re a new diabetic, why don’t you watch the next show to help you understand



Coomer appreciates the reliability of broadcasting with the LEIGHTRONIX NEXUS.

what insulin does,’ those are the opportunities to educate that we don’t want to miss,” Coomer said.

Both doctors and nurses have had



The NEXUS interface makes scheduling easy, allowing for Coomer to provide educational content all three hospitals by dragging and dropping files, without using VCR or DVD decks.

great responses to the continuous programming that's available to patients.

"I have nurses saying they love it, it's great," Coomer said.

The programming spans to three St. Mercy hospitals in the Toledo area, St. Anne, St. Charles and St. Vincent, each having their own NEXUS run programming schedule. Although Coomer schedules the programming for all three locations, he never has to leave his desk at the St. Vincent hospital to do so.

"One of the big advantages is that I can sit at my desk, with my PC and connect to all three NEXUS units, schedule a new program to all three, and never get out of my chair," Coomer said. "The fact that they all can be controlled from one remote location is fantastic. I could even control them from home if I needed to."

Coomer also utilizes the TOTAL INFO® subscription from LEIGHTRONIX to keep program scheduling on time throughout the day and to provide up-to-date news to patients.

The LEIGHTRONIX TOTAL INFO subscription allows for localized information to be added to any channel's regular program line-up. It includes localized weather and traffic, along with up-to-date news, sports, financials, and daily trivia.

The program allows for custom

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graphic overlays to be placed on the dynamic video content, creating a professional look for St. Mercy Hospitals.

"Not only does the graphic overlay make us look professional but it's also uniquely tailored to us," Coomer said. "Each of the three hospitals have their own individual graphics, and everyone is tailored differently, we have different specialities within each of the hospitals. So it's great for me to be able to provide individual graphics from the same chair I do all

of the individual programming."

Being a catholic hospital, at noon everyday the hospital provides a catholic mass for patients. Coomer utilizes the NEXUS to provide patients with a live feed of the mass.

"Any patient who wants to tune in can do so," Coomer said. "We use the NEXUS and have a live camera feed coming into input two and we have our regular programming coming into input one so that all we have to do is switch at a minute to 12 for the live broadcast and then switch out when it's over to input one. It's easy."

The built-in audio/video switcher in the LEIGHTRONIX NEXUS is what allows Coomer to broadcast live programming.

"The first digital server box we had was supposed to be able to do it, but sometimes it would and other times it just wouldn't," Coomer said. "It just wasn't reliable like the NEXUS is."

The reliability of the NEXUS has also taken the challenge out of

controlling programming for three locations for Coomer.

"We've never had an error from the NEXUS, but if I do have a concern I can check from my desk through the controller to make sure everything is working across town," Coomer said. "Sure enough, it's always working."

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