

St. Luke's Health System Standardizes on Dome[®] by NDSsi

Mike O'Meara
PACS Administrator
St. Luke's Health System

St. Luke's Health System in Idaho encompasses multiple hospitals and facilities in more than eight locations. With a long list of awards and credentials, St. Luke's is listed in Thomson Reuters "100 Top Hospitals" and "Top 50 Cardiovascular Hospitals."

When an organization commits itself to a leadership role in transforming health care, you expect equally high standards for its system-wide PACS and imaging displays. So it's logical that St. Luke's chose Dome by NDSsi, the industry leader in medical displays.

With a McKesson PACS and imaging displays deployed throughout numerous locations, St. Luke's is now standardized on NDSsi with 27 pairs of Dome E3c high-bright (E3cHB) color displays and 12 pairs of Dome E2c high-bright (E2cHB) color displays. The monitors are deployed throughout radiology workstations at three hospitals and two outpatient sites as well as at an urgent care center and an imaging orthopedic center. More Dome displays are scheduled to be deployed at other St. Luke's locations as the health system continues to grow.

St. Luke's PACS Administrator Michael O'Meara says they went through a typical evaluation before choosing Dome by NDSsi. "We brought in several vendors and did the demo workstations," he says. "Our largest user group, primarily radiologists, had previously had Dome dual 3MP displays and they already liked the Dome form factor. We did an extended demo with a 6MP and the radiologists said it had some glare and viewing angle issues, and tended to radiate more heat than other monitors, and it just seemed a bit much for their preference. While the radiologist feedback was the primary decision driver, other supporting factors were reliability, customer service and responsiveness to requests."

Open, Honest Service

O'Meara says that NDSsi was helpful right from the beginning. "During the selection process, they helped us with the technical tests and in getting to acceptance testing parameters," he says. "One of the things I like about NDSsi is that they're very open. When we had questions, they gave us honest answers, whether the news was positive or negative. And during the evaluation phase, they did an honest comparison of how they stacked up with competitors, which in my experience is unusual with vendors."



Dome E3cHB color display.



Dome E2cHB color display.

Reliability

O'Meara says he hasn't had to call NDSsi support since they went live. "From past experience it seems like there is typically an 8-10 percent failure rate after any new deployment," he says. "In six months since deploying Dome displays, we haven't had a single failure. The fact that we haven't needed to call Service is a testament to how reliable the hardware is and how intuitive Dome CXtra software is for ensuring compliance and calibration."

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Dome CXtra Software a Plus

O'Meara says he's very pleased with Dome Cxtra software. "CXtra has matured," he says. "It's very stable and allowed us to easily establish our acceptance, monthly and semi-annual QA procedures and get all those locked down. The software was easy to set up, and we really liked not having to design custom documentation forms."

Looking Forward to Dome Dashboard

Installing Dome Dashboard at St. Luke's is slated for later this year and O'Meara is looking forward to the convenience it will provide. "We're adding remote imaging sites as our organization continues to grow," he says. "Using Dome Dashboard for centralized RightLight status updates to ensure proper calibration will save me from having to send someone to our remote sites every month to perform the same task on each of our deployed workstations. It's a big convenience and saves resources."