

## SWISSLOG CASE STUDY

## THE UNIVERSITY OF CHICAGO HOSPITALS

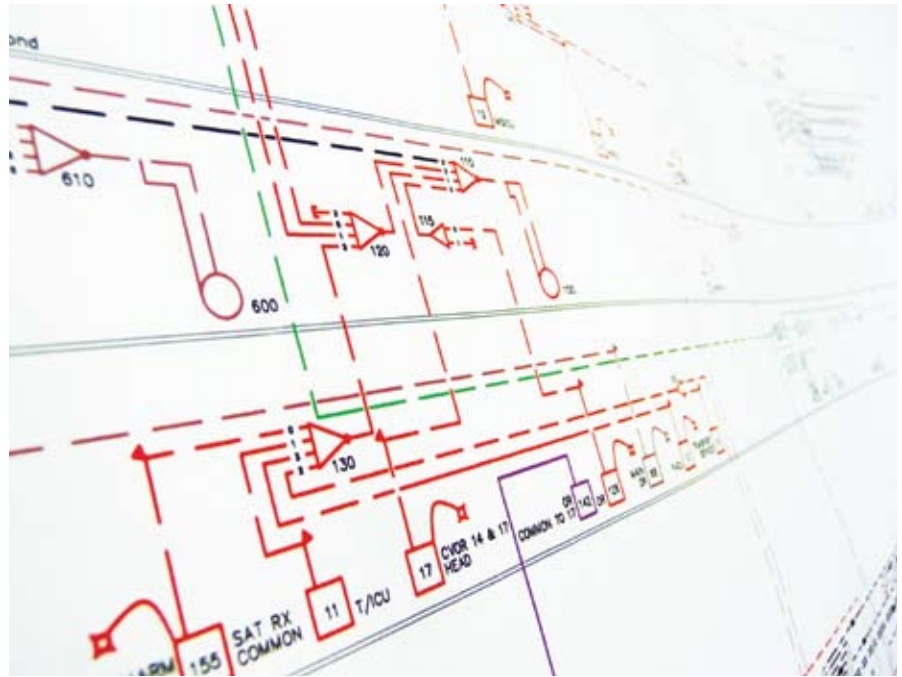
University hospital complex and pneumatic tube system—*partners in growth.*



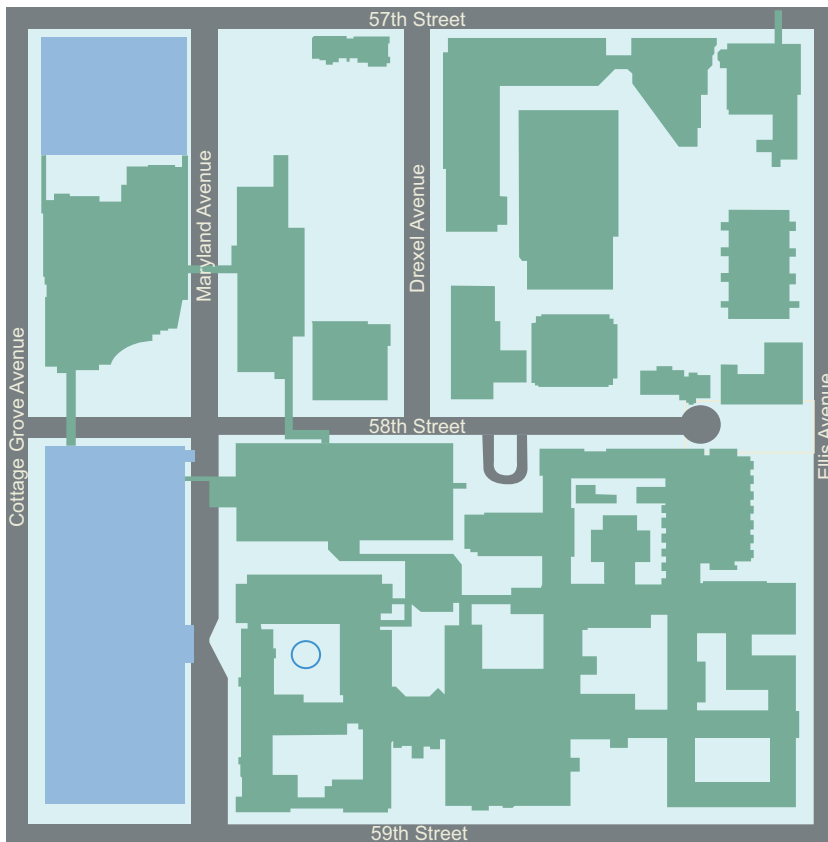
### The Hospital

Novel approaches to treatment and its culture of innovation has won University of Chicago Hospitals recognition as one of the top 17 best hospitals in the United States by U.S. News and World Report in its annual survey of America's 6,000+ hospitals. It was ranked in the top 10 in areas of cancer treatment, endocrinology and gastroenterology.

The hospital complex on the university campus includes the Bernard Mitchell Hospital, the primary adult patient-care facility; the Duchossois Center for Advanced Medicine, and the recently completed University of Chicago Comer Children's Hospital.



## The University of Chicago Hospitals Medical Complex



### The Challenge

The medical complex is comprised of more than four million square feet with long distances between laboratories and patient care units. Bridging that distance has required that the hospital complex turn to an automated solution for moving a variety of light materials.



## The Solution

The hospital turned to Swisslog to develop a six-inch TransLogic pneumatic tube system for the University of Chicago medical complex in the 1980's. First installed three decades ago, the hospital system expanded dramatically with upgrades and continual facility growth. In the past decade, the Duchossois Center for Advanced Medicine and other building expansions have been linked to the TransLogic pneumatic tube system.



"Without this system operating reliably 24-hours a day, seven days a week, it is worthless to me. This system works."

—Ray Cullen  
Operations Manager

## The Result

The hospital's healthcare professionals rely heavily on the tube system to transport laboratory specimens, pharmaceuticals, blood, blood gases and numerous other patient care items. The University of Chicago Hospitals estimated that the pneumatic tube system handles an average of 4,260 transactions a day. The laboratories—the heaviest users alone, perform over 4.6 million tests per year with an average of 3,700 specimens sent through the pneumatic tube system every day.

### Reliability is Essential

Connectivity between campus buildings is a major benefit of the tube system. It crosses city blocks between multi-story buildings faster than a human can walk. "Distance is time, and it is very important for us to have an efficient, dependable way to move specimens between various points," says Robert A. Bjorvik, Administrator of Hospital Laboratories.

Reliability is essential for a system when lives depend on the outcome of lab tests or the speedy delivery of blood to an operating room. "In this business, you have to have the best, most reliable equipment," adds Ray Cullen, Operations Manager for University of Chicago Hospitals. "Without this system operating reliably 24-hours a day, seven days a week, it is worthless to me. This system works."



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#### **A Life-Time Partnership**

Swisslog has a continuous, ongoing and strong relationship with The University of Chicago Hospitals. This includes involvement in solving problems and suggesting improvements. When the pharmacy wanted to test the concept of sending chemo drugs through the system, Swisslog was available as a resource to assist.

The hospital complex currently has 115 stations and nearly 100 transfer units across the multi-building campus. Swisslog is scheduled to install an Xpress System to serve the New Hospital Pavilion (NHP), which will provide efficient service to what will be the newly relocated pharmacy and blood bank.

#### **Preventive Maintenance**

Swisslog's preventive maintenance program with UCH includes weekly visits by a senior service technician including inspections, alignments, replacing parts, and other ongoing maintenance tasks to ensure the system operates with maximum uptime.



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