

# Transform & Innovate



## Intro By Dr. Allen Fink

Carson Tahoe Health is excited to welcome new ideas, new technology, and new initiatives, all in an effort to build a culture where employees are inspired to innovate and patients feel safe about the quality care they receive. By investing in technology that makes the healing process easier and inviting our staff to help us create positive changes, Carson Tahoe Health is upholding its role as a pillar both in our community and throughout the region.

## Technology Paves The Way For Greater, More Comprehensive Care

At Carson Tahoe Health, we believe convenience in healthcare is paramount. When it comes to our patient's health, comfort, and well-being, we never stop seeking new, effective ways to better their care journey.

Even through a tough financial year, last year we made several changes and upgrades to our technology, all in an effort to serve the community's needs. For starters, we replaced our outpatient MRI scanner at our location inside the Eagle Medical Center Building, received the latest cancer-fighting technology for the Cancer Center, and introduced a new and improved simulator at our Carson City Therapy location.



The Philips Ambition, the new MRI scanner at our Eagle location, is the first and only helium-free MRI scanner. This new MRI scanner achieves our goal of providing the highest diagnostic technology available to our patients that is also friendlier to the environment, more comfortable for our patients, and uses significantly less power.

Our Carson Tahoe Radiation Oncology group at the Cancer Center upgraded all of their radiation-delivery technology to the latest and greatest radiation therapy system available for treating cancer. The new Siemens Confidence RT PRO dual-energy large bore CT scanner, combined with the latest version of Varian's Eclipse Treatment Planning System and TrueBeam linear accelerator, will allow us to treat the majority of cancer sites where radiation therapy is appropriate. This new tech is unique because it provides incredibly accurate imaging to better plan and help pinpoint precise radiation. When it comes to diagnosis and treatment, we always have our patient's health and comfort in mind. The TrueBeam linear accelerator runs quietly, offers built-in music capabilities, and allows our patients to be in constant, two-way communication with their physician during the process.

Joe Herrick, M.S., DABR Director of Medical Physics at Carson Tahoe Radiation Oncology Associates, says, “Being diagnosed with cancer is difficult, no doubt. We’re happy to now offer this advanced technology for an overall better care experience, with the best outcomes.”

Lastly, Carson Tahoe Therapy got a new driving simulator. Many thanks to the Center for Philanthropy and Occupational Therapist Ben L. for making this upgrade possible. This new feature helps assess how fit a patient is to drive following a serious health issue like having a stroke. The simulator replicates real-world driving conditions, such as driving on a windy day. While we know compassionate care is at the heart of all we do, we also make it a priority to stay at the forefront of technology and tools to help along the way.



## RL Datix: Improving Staff & Patient Experience

In late 2020, Carson Tahoe initiated the use of a new event reporting system called RL Datix. This platform, widely used and implemented in 2021, has changed how Carson Tahoe handles serious safety events, near misses, and feedback from our patients.

One of the most significant improvements RL Datix offers is the ability for all Carson Tahoe employees to submit events and provide patient feedback. In addition, we have expanded our reporting process to encompass every Carson Tahoe location, including the Emergency Department at the Regional Medical Center, our primary care and specialty offices throughout the region, our outpatient surgery centers and our Behavioral Health Services locations.

All Carson Tahoe facilities and caregivers have a voice in the quality of care and experience we provide. RL Datix allows all caregivers —not just leadership—to participate in quality assurance and process improvement. Additionally, it ensures everyone is an active participant in the safety of our patients and caregivers.

This open submission process has transformed the Carson Tahoe culture of safety by making everyone more aware. In addition, it allows the organization to track where and why serious safety events occur, so they can be prevented in the future.

According to our Patient Experience Department, RL Datix has transformed how Carson Tahoe manages complaints and grievances and allows for more timely responses from our leaders and frontline staff.

“The RL Datix process has done wonders to improve not only the communication between departments, but it has opened the door for patients’ feedback to be heard by leaders,” said Holly Van Essen, Patient Experience Specialist. RL Datix allows us to improve workflow and better listen to our community, so the patient is at the heart of everything we do.