Photo courtesy of Jupiter Medical Center
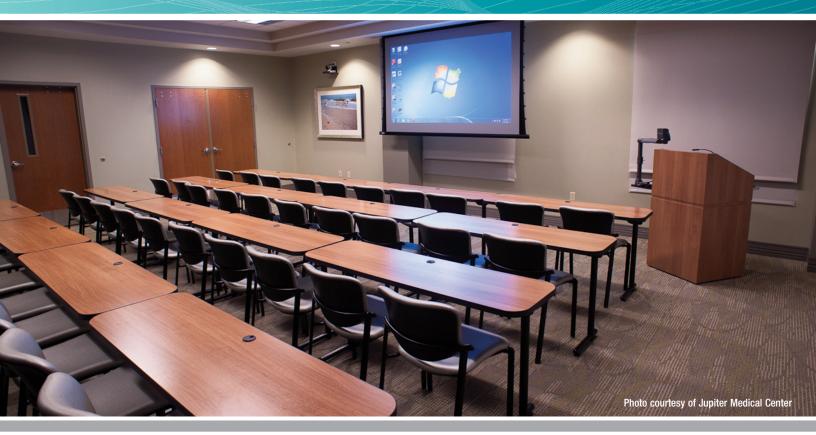
## Maximum Efficiency
### Crestron Fusion™ helps Florida medical center optimize use of meeting rooms

### Challenge

It's a common problem. You have a busy conference center with back-to-back meetings running daily from 8:00 in the morning until 6:00 at night. With so many meetings throughout the week, attendees can have trouble tracking where and when their meetings are held. Scheduling the meetings has also become a challenge in itself for conference centers, without dedicating a full-time person to the task.

### Solution

At the new Raso Education Center, part of the Jupiter Medical Center in Jupiter, FL, the solution is an automated scheduling system based on Crestron Fusion RV®. Meeting planners can choose rooms and meeting times using the center's Microsoft® Outlook® calendar, and attendees can confirm the time and location of each meeting from a large-screen display in the lobby. Attendees can also view a map of the meeting center on the same display, and then confirm they are at the right room from smaller displays at each entrance.

"When we started this project, the hospital made it very clear that they wanted absolutely state-of-the-art technology and a system that would be as efficient as possible," says Dan Crews, Operations Manager for Knight Automated Electronics of West Palm Beach, FL. The Jupiter managers are strong proponents of Six Sigma quality improvement and lean process management, so their standards are very high.

Steve Meyer, Director of Information Technology at the medical center, says Jupiter is a not-for-profit public hospital surrounded by private competitors. "We need to be an innovator if we're going to survive here," he explains. "We need to be excellent in everything we do, from our health care to our training and community outreach."

The new conference center is at the forefront of meeting room design. There's a divisible auditorium called the Clarke

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Rooms, intended for larger staff meetings, medical conferences and medical education. Since the hospital regularly partners with other medical centers for training, it includes a video conferencing system. "Sometimes we join a session originating at a medical center across the state or across the country, and sometimes we originate the session," Meyer says.

There's a think tank called the Innovation Center, which features custom-built dual SMART® interactive whiteboards. This is the room where the hospital runs its Six Sigma process planning, and the hospital uses the setup to render process flowcharts and drawings of operating rooms and other facilities. "One way we use this room is to show before and after drawings of an administrative process," Meyer explains. "We'll put a current process on the left-hand screen, and then map alternatives on the right. The group can see the new process they're designing compared to the old."

There's a boardroom used for management meetings, presentations, video and audio conferencing and Board of Directors meetings.

There's a computer training lab with a SMART Board, projector and 16 PCs, used to teach employees how to use hospital software.

Crestron Capture HD® devices make it possible to record any session in any of the meeting rooms and access them for review later.

The Raso Education Center is unusual in that the hospital makes it available, free of charge, to various community groups to use as they wish. "We needed controls in each room that made it possible for someone to use our AV systems for the first time with little or no support, and to be proficient with the systems by their second or third use," Meyer explains. To this end, Knight Automated included Crestron control systems in the center. The Innovation Center features an 8" Crestron touch screen and the boardroom and Clarke Rooms have 15" Crestron VPanels™ installed in the podiums.

To make sure the systems work as simply and efficiently as possible, Knight Automated put them all on a media network using Crestron DigitalMedia™ technology. This approach has several advantages. First, twisted-pair network cabling, compared to traditional audio, video and control cables, is much more economical and easier to install. Second, it supports quality levels much higher than today's high-definition standards. It's easy to maintain as well: the IT department can support the DM network using the same best practices they use for any other IP network. It's fully compliant with the HDMI® standard for digital video, so employees and community groups can connect the newest laptops, Blu-ray™ players and other devices. It also supports older analog devices, including computers with VGA outputs, DVD players, even VCRs. That's very helpful because there's no way of knowing what sort of devices community groups may bring in.

Included in the Raso Center network are two DM® 16X16 switchers, making it possible to send high-definition video and audio from any computer or video device in the facility to any

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or all of the projectors and displays. If a staff member or community group wants to book a meeting for more people than the Clarke Rooms can hold, they can use the other rooms for overflow.

In the near future, the hospital will install high definition video cameras and microphones in one of its operating rooms (OR), so Jupiter surgeons can train other surgeons on the latest medical techniques. They'll be able to connect this OR to any or all of the rooms in the Raso Center for these training sessions and the surgeons will be able to see and hear audience members, since the cameras and microphones in the Clarke Rooms and the boardroom are on the DM network as well. Since the video conferencing systems are also connected to DM, meeting planners will be able to extend these surgical training sessions to attendees across the country and the world. Doctors at far-end sites will be able to be seen by and converse with the surgeons in the OR as well.

### Meeting and scheduling support

Crews says he recommended Crestron Fusion RV® software for the Raso project for several reasons.

First, Crestron Fusion RV, used in conjunction with the Crestron Mobile Pro® app, makes it possible for the IT staff to set up individual rooms, control the signal routing and control individual components, if necessary, from an iPad®. "We could use Crestron Fusion RV to offer helpdesk support from the IT office," Meyer says, "but we're just around the corner from the meeting center. We like to come in person if anyone needs help."

Crestron Fusion RV also drives the meeting center's powerful scheduling system. It's fully synchronized with the Center's Outlook calendar, so rooms reserved in Outlook are reserved in Crestron Fusion RV; rooms reserved on one of the touch screens mounted on the wall outside each meeting room are reserved in Outlook as well. Knight Automated used Crestron XPanel software to set up a flat-panel display in the lobby to act much like a large-screen scheduling panel, showing all of the day's events plus a map of the meeting center.

Because Knight Automated integrated Crestron occupancy sensors with the Crestron Fusion RV system, it keeps track of which meeting rooms are actually in use and which are not. One purpose of this connection is to avoid the waste of energy and wear and tear that happens when presenters forget to turn off an AV system at the end of a meeting. "Crestron Fusion RV checks occupancy constantly throughout the day," Crews explains. If it has not detected motion in the previous fifteen minutes, it shuts down the system.

The biggest benefit to the scheduling system is how smoothly it makes the process of reserving, then finding meeting rooms. "It's working great," Meyer says. "We have in excess of 1,500 employees, all of whom schedule or attend meetings in the Raso Center. The system gets people to their destinations quickly, easily and with minimal help required."

**Photos courtesy of Jupiter Medical Center**