

## Customer Experience: Hospital



### SITE:

**Municipality of Raisio**  
Raisio Advanced Home Care

**raisio**



### PROBLEM:

When visiting patient's homes, personnel of advanced home care bring all the needed equipment in their backpacks. Among there are some devices, that used to be difficult to disinfect, such as IV infusion pumps and blood pressure meters. It's a constant process to improve the level of hygiene and to find new methods to bring added value to the care work and patient safety.

### SOLUTION:

With WiSDOM DS it's easy to disinfect all equipment from the backpack at once after each patient visit. Patients have been informed about the purchase of WiSDOM DS and it has resulted in better customer satisfaction. It's important for patients to see, that their safety is invested in and risk of infection is decreased.

### BENEFITS:

"In our advanced home care, we find it important to maintain good hygiene and we use several methods to achieve it. With every different method we aim to add value. This ensures that we are always using clean equipment. WiSDOM DS is one more solution to bring added value and to improve our level of hygiene.

One of the most important features of the device is automation, so that it consistently delivers good disinfection results. Ease of use is also important – people adopt using it faster, when it's simple. Environmental issues are also emphasized at the moment and there is no waste generated when using WiSDOM DS. It's also chemical-free and safe to use."

- Kim Asunta, Head Nurse
- Anne Vartiala, Hygiene Nurse