CD305

OCTOBER 2016

DICKSON

insights

HEALTHCARE COMMUNICATION COUNTS

How hospitals are communicating in 2016

PAGE 21

PAGING **DR. GREEN**

A DISPARITY BETWEEN CARE AND COMMUNICATION

JEFF RENOE • DICKSON INSIGHTS EDITOR-IN-CHIEF

FEATURES

EDITOR'S NOTE

Historically speaking, it's a great time to be alive. Americans spend more on medical research than any other country in the world, and the results have spoken for themselves. We live longer today than at any other point in human history.

With the advancements in medical technology you may be surprised to know that hospitals are still relying on technology as outdated as the beeper. It's a device that was first made portable by Motorola in 1956 and is still in use by doctors across the country today.

At a point in time known as the Information Age it's hard to believe that U.S. Hospitals are estimated to lose $12 billion dollars each year because of issues with communication. The health system has a long way to go for its communication methods to catch up with the technology they use to deliver healthcare. If doctors are able to perform surgery remotely through machines then they should be able to easily communicate with each other within their own hospital.

In the pages that follows you'll learn more about healthcare communication in 2016 as well as a variety of stories as we work to keep your assets safe and your auditors happy.

Thanks for reading, and I hope you enjoy the October issue of Dickson Insights.

"It's important to monitor the constant changes in local temperature and humidity to keep from generating air that is too dry and unsafe as surrounding conditions fluctuate."
- High and Dry, page 10

JOIN OUR TEAM

DICKSON

when **every** point matters

Recent graduate or experienced professional, **we have a spot for you.**

We're hiring for positions in:
- **Sales**
- **Marketing**
- **Engineering**
- **Manufacturing**
- **Production**

At Dickson '**Every Point Matters**' and that starts with the hiring of the best employees. Our team is a diverse group of individuals with a multitude of skills, all of which make Dickson an exciting place to work. From our engineering to our marketing department, we welcome new faces with friendly faces, never giving bad nicknames to new hires.

Each day inside Dickson offers a new challenge, and with that new challenge a new opportunity. As Dickson grows, so will you. **Come have fun with us, even on Mondays.**

Find our listings at:

dicksondata.com/careers
linkedin.com/company/dickson_2
glassdoor.com

How to Survive a Weekend Without the Internet

With summer now in our rearview mirrors, millions of Americans are making plans to get outside before it get's too cold. For more than forty million of them, those plans may very well include camping.

In an age where we are becoming more and more dependent on our devices to navigate our day, 66% of adults now suffer from nomophobia -- a fear of losing their phones, Americans are showing that escaping from the rigors of technology is important. In fact, according to the outdoor foundation, people who decided to camp for the first time chose to do so to escape the grind more often than any other reason.

There's no question that technology has become an integral part in our lives. In fact, with the information that is readily available on the web, we use it to help us navigate nearly every situation that exists. But our addictions are causing us harm. Heavy technology use has been linked to fatigue, stress and depression in young adults.

It means unplugging may be more important than you thought, and getting out where there's no cell service may just be what the doctor ordered. But, oh my goodness, how would we ever survive without our cell phones? Well, here are some ideas.

Worried about...

...not being able to talk with friends while you're gone? Bring them with you! Camping creates some of the "fondest memories" you can have with family and friends.

...being bored without your phone? Take a deck of cards! There are all kinds of games you can play with a group of people of varying ages and they don't take up much room when you pack.

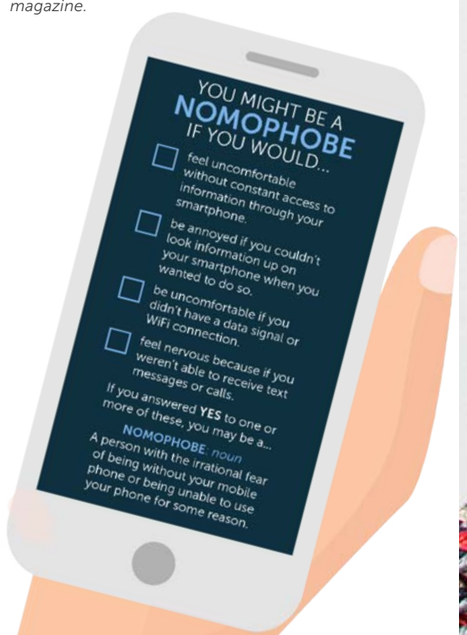
...getting lost without your GPS? Be a natural navigator! Learn how to find your way by the position of the sun in the sky, your shadow on the ground and the growth of moss on a tree.

...missing out on something you could have otherwise seen? Explore on your own! Personal exploration of the outdoors can help increase the bonds of family.

...listening to your significant other complain about how ridiculously hot it is? Be your own temperature monitoring system! Experts suggest that adding 37 to the number of times a cricket chirps in fifteen seconds can give you a rough estimate to the outdoor temperature in Fahrenheit. Chances are, it isn't as hot as you think.

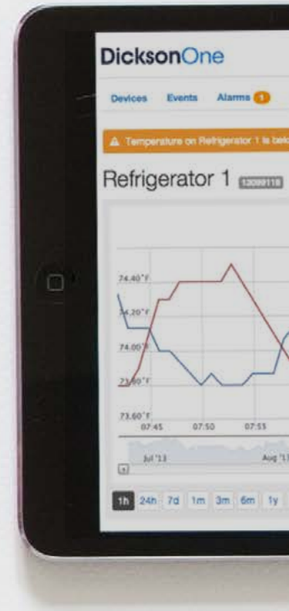
While we rightfully lean on technology and digital innovation to better our lives we often forget it's supposed to give us more time. Whether it's because of a new cell phone or a cloud based data management system, new efficiencies should be adding time to your day. Since, more often than not, the added time goes back into our work instead of our lives, then it becomes more important than ever to unplug and unwind. Thankfully, if you're doing relaxing right, there isn't an app for that. D

Have something personal you'd like to add to the conversation? Send your thoughts to jeff@dicksondata.com for a chance to be featured in a future blog or article in our magazine.



WELCOME TO THE CLOUD

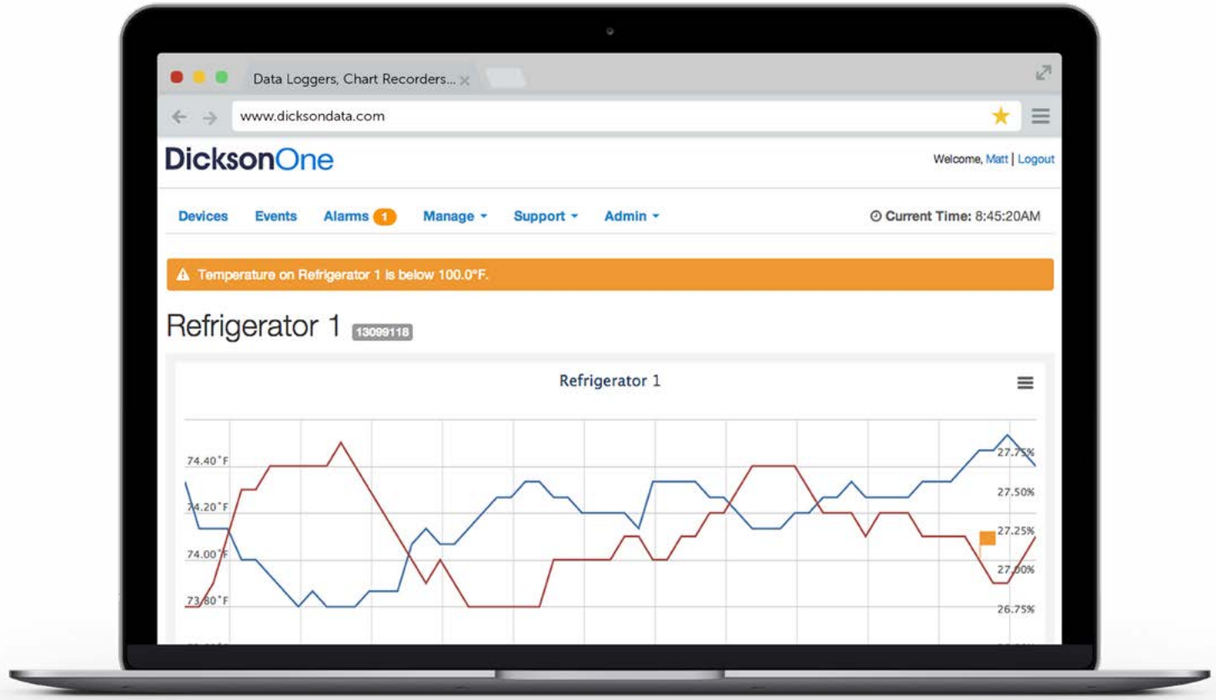
DATA AT YOUR FINGERTIPS. ANYTIME. ANYWHERE.



DicksonOne

TAKE **POWER** OVER YOUR ENVIRONMENT

We've re-thought temperature and humidity monitoring making it easier, scaleable, and cost effective.
Your data. How you want it. When you want it.



Secure
We utilize bank-grade security and Amazon Web Services for unparalleled reliability.

Anywhere
Wherever you are, access your data anywhere, anytime, 24/7.

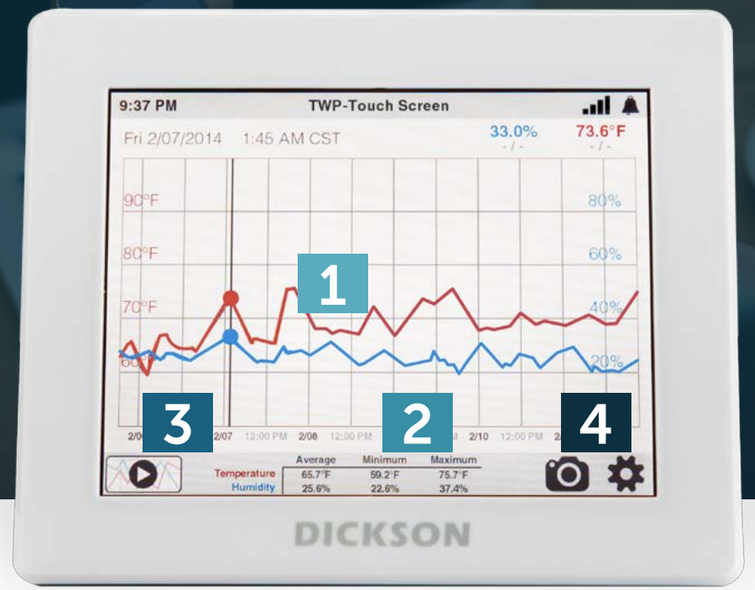
Infinite
Securely store all your data in the cloud, whether you're recording for days, months, or years.

Automated
Devices send all collected data to the DicksonOne servers automatically, so you don't have to.

On Your Time
Create customizable reports delivered exactly when you want them.

Immediate
Receive real-time email, text, or phone call alarms when excursions occur.

Stay Connected. **Wherever You Are.**



The Touchscreen

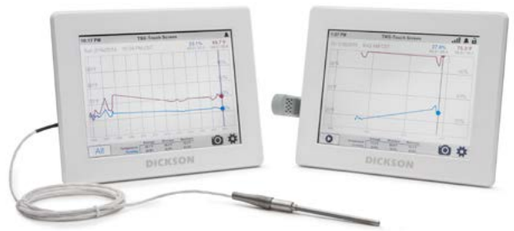
The Touchscreen gives you the option to connect directly to DicksonOne. You get all of your data at your fingertips, and now you can access it anywhere too. Just connect your device to your local WiFi network or plug it into an Ethernet port, log into DicksonOne, and boom, complete data control.

01 **THE GRAPH**
We updated the user-interface, and made it easy to view and manage your data.

02 **YOUR CHANNELS**
The touchscreen automatically calculates and updates summary data for the selected time range

03 **MONITORING**
Pushing the play button brings you back to the most recent readings, updating the view in real-time.

04 **SETTINGS**
Easily adjust sample rates, set alarms, and connect to DicksonOne.



DicksonOne Enabled • Capacitive LCD Touchscreen
Replaceable Sensors • WiFi, Ethernet, and USB Connectivity

Email us at support@dicksonone.com | Talk to a specialist at 800.452.4626 | Sign up for a webinar at dicksonone.com

DicksonOne Touchscreen

MODEL	REMOTE PROBE	PRICE
TSB	USB Download	$424
TWE	DicksonOne Wifi/Ethernet Connection and Download	$524
TWP	DicksonOne Download and Power over Ethernet	$599

DicksonOne Display Logger

MODEL	REMOTE PROBE	PRICE
DWE	DicksonOne Wifi/Ethernet Connection and Download	Starting at $350

NEW!

Per device billing now available!
$3
per device, per month
Requires a credit card

DicksonOne Software

One of the most common pain points when discussing monitoring is the retrieval of data. DicksonOne loggers send data to the cloud automatically, freeing up resources to do what they do best.

Talk to a specialist now | 630-543-3747

BASIC	STARTER	REGULAR	PLUS	ENTERPRISE
$0 per year	$300 per year	$725 per year	$1,400 per year	Call for Quote
Unlimited Devices	1-10 Devices	11-25 Devices	26-50 Devices	630-543-3747
Data stored for 30 days	Data stored for life of account	Data stored for life of account	Data stored for life of account	51+ Devices
1 hour sample interval	Multiple sample rates	Multiple sample rates	Multiple sample rates	Data stored for life of account
	Email, Phone, & Text Alerts	Email, Phone, & Text Alerts	Email, Phone, & Text Alerts	Multiple sample rates
	API Access	API Access	API Access	Email, Phone, & Text Alerts
				API Access

HIGH AND DRY

RELATIVE INDOOR HUMIDITY VS OUTDOOR TEMPERATURE

A great article was published by the StarTribune in Minnesota last winter that provides some guidelines of relative indoor humidity versus the outdoor temperature. Here are a number of key points as they've defined them.

20°-40 °

Humidity indoors should not be more than **40 percent**

10°-20 °

Humidity indoors should not be more than **35 percent**

0°-10 °

Humidity indoors should not be more than **30 percent**

How dry air can have **disastrous effects** on our health

The health of yourself, your colleagues and your loved ones is probably something you think about often. Should we get flu shots? Are we getting enough exercise? Is there really a benefit to a standing workstation compared to a seated one?

There is one question though I don't think we ask ourselves often enough. Is the quality of air we're breathing healthy and safe?

According to the United States Department of Labor, the quality of indoor air is as important to your personal comfort as it is to your health. Poor air quality has been tied to symptoms ranging from any of the following:

- *Headaches*
- *Fatigue*
- *Trouble concentrating*
- *Irritation of the eyes, nose, throat and lungs*

Additionally, different types of air can affect the body in different ways. Some diseases have been linked to air contaminants, such as asthma in damp environments. Viruses and infections, like colds and the flu, can also spread more rapidly when dry conditions are present.

WHAT DOES IT MEAN TO HAVE DRY AIR?

In truth, there is no simple answer to what it means to have dry air. Research shows that the ideal level of indoor humidity is between forty and sixty percent; however, the temperature outdoors will have dramatic effect on how well your structure is able to manage different air moisture levels. For example, a humidity level within a typical range can cause moisture to appear and freeze on windows and even within walls and attic spaces depending on how cold it is outside.

As you can see, humidity levels aren't a set it and forget it consideration. It's important to monitor the constant changes in local temperature and humidity to keep from generating air that is too dry and unsafe as surrounding conditions fluctuate.

Dry air varies dependent on outdoor weather temperature and humidity. This means your risk level can be dependent on your geographical location.

WHY DOES THIS ALL MATTER?

As we've already touched on, dry air can impact your health as well as the wellness of those around you. Irritation can be caused over time as low humidity dries out and inflames the mucous membrane that lines our respiratory tract.

This membrane is what our body uses to trap disease causing organisms from penetrating into our system. When this happens we become more at risk of respiratory infections, and are left more susceptible to the cold and flu season. Because the membrane lines your nasal cavity, as it dries out you'll also find yourself more susceptible to frequent nose bleeds.

But one of the most frustrating reasons it's bad to have dry air indoors is because viruses tend to live longer in it. This allows them to linger and spread. That alone isn't a happy thought for a home or crowded workspace.

HOW CAN THIS BE COMBATED?

While the obvious answer is introducing moisture back into the environment, there are a number of ways to help keep the air in your home or workplace safe and comfortable for you to breathe.

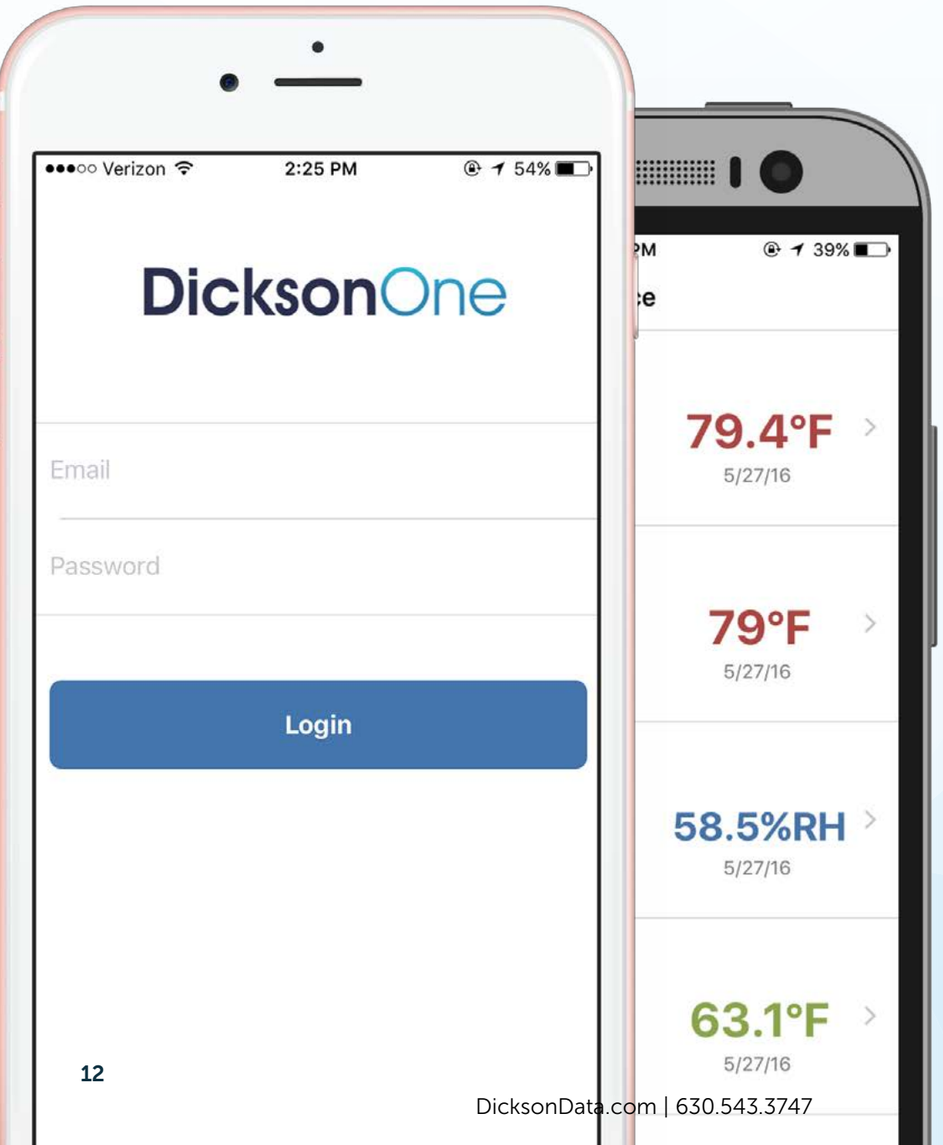
Ensure that your office or home is properly insulated. The more cold air that is able to enter, the drier the air becomes. Make sure doors are closed and sealed and windows are well enough insulated that they aren't letting a tremendous amount of cold air into the room. If replacing windows and doors with more energy efficient ones isn't an option there are a number of low cost solutions to get you through the cold winter months.

- *Replace weather stripping and caulking on both the inside and outside of your windows.*
- *Install heavy curtains to help absorb the cold air before it can circulate into the environment.*
- *If you have space at the bottom of your doors, consider laying towels along the floor to keep cold air from rushing in.*
- *Purchase a portable humidifier or have a whole house humidifier added to your furnace. These devices use filters or screens to collect water and use fans to blow through them helping to release the moisture back into the air.*

IS THAT EVERYTHING?

Unfortunately, no. In the process of moistening the air you need to make sure that your solutions don't snap the issue in the other direction because having air that's too moist can be detrimental to your home. For that reason you need to make sure that you closely monitor the ongoing humidity levels and temperature of wherever you are to help maintain the highest quality air for yourself and those around you. Even so, these tips can go a long way toward maximizing productivity in your workplace.

THE DICKSONONE
MOBILE APP



MILLIONS OF DATA POINTS
RIGHT IN YOUR POCKET

Instant access to all data logger and location information in the cloud.

Anytime. Anywhere.

Available now via

Download on the App Store

GET IT ON Google Play

DID YOU KNOW?

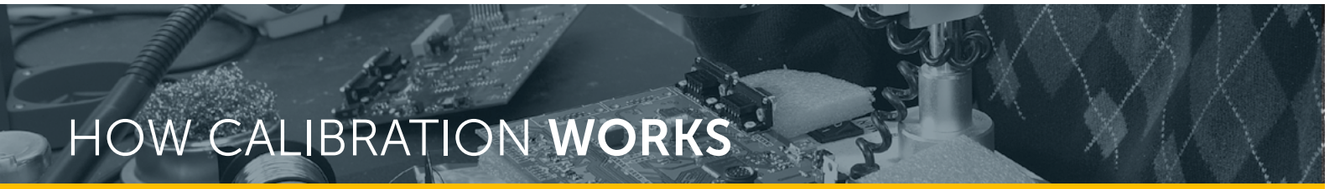
Dickson was the first manufacturer of temperature monitoring equipment to become an A2LA accredited lab for calibrations.

Assurance that you're getting the best.

Calibration Services

SETTING THE STANDARD

Calibrations are essential to all devices that measure a variable. However, we often get the questions, "*Why isn't it accurate already?*" "*Isn't it made to be accurate?*" The answers are: it is, and yes. However, while our devices are accurate without calibrations, we can't be positive they are accurate to a specific measurable degree (and thus can't prove their accuracy) unless we perform a calibration.



HOW CALIBRATION **WORKS**

STEP ONE
We compare your sensor with a standard sensor in a stable environment across a range of temperature readings.

STEP TWO
If there are any differences between the sensor and the standard, we adjust the sensor to align with the standard.

STEP THREE
We run though the above process multiple times, adjusting the device as it is compared at multiple temperatures.

STEP FOUR
We perform a final check of one or more points, depending on your order, and create the necessary calibration certificate.

CALIBRATION OPTIONS

What works for my company?

1-POINT **NIST**

- One specific temperature point calibration
- Good if your temperature varies by little
- Choice to specify the temperature point to best reflect your application

Example: A calibration lab determines that a device is reading 26°F when it should be reading 24°F. So, the calibration lab adjusts the device two degrees, so that it now reads 24°F. A 1-point NIST assures accuracy at this specific point.

3-POINT **NIST**

- Three-point (high, middle, and low) temperature point calibration
- Grants a larger proof of accuracy
- Choice to specify the temperature point to best reflect your application

Need help? Let us be your calibration expert. | (630)-923-6565 | dicksoncsr@dicksondata.com

REPLACEABLE SENSORS

CONVENIENCE IS KEY.

Calibrate in your office. On your own time. In three simple steps.

ALL YOUR CALIBRATION DATA,

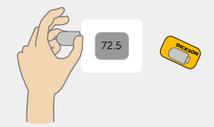
RIGHT ON THE SENSOR.

Now, you have the option to calibrate the sensor as opposed to the unit. Think of it like this: the Replaceable Sensor takes an environmental reading, and the data logger or chart recorder records that environmental reading. By splitting up the sensor from the data logger and chart recorder, we've created a plug and play device, that will keep you in compliance, but save you time and resources.

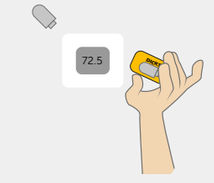
Replaceable sensors allow for:

- Zero down time
- Faster calibrations
- More cost effective calibrations

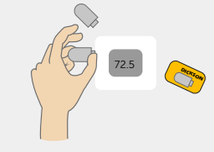
1 Order a new sensor.



2 Take off old sensor.



3 Put new sensor on.



Need help? Let us be your calibration expert. | (630)-923-6565 | dicksoncsr@dicksondata.com

TEMPERATURE MAPPING 101

Temperature mapping your facility, warehouse, or refrigerator is a daunting task. We know, we've done it a lot. Dickson can help keep your business fully compliant in audits, streamline your business operations, and protect sensitive products with our temperature mapping services.

WAREHOUSE **TIPS**

Warehouses are one of the most common areas that need the service of temperature mapping. We've included a few tips to get your process started.

- Note the location of HVAC outputs, and then place a temperature monitor near units.
- Place your loggers in problem spots such as exits, ceilings, heaters, etc.
- Label all loggers with a unique ID and record the location along with a date.
- Know how much distance you should put between loggers.

Getting Started

Whether you're being audited or just want information on what's happening in your facility, then a mapping report can be an asset to your company. Once the mapping has ascertained where the points of temperature variation lie within a temperature control system, then monitoring can be installed so that owners and users can prove their adherence to the related health and safety standards.

Some industries are required to have documented evidence that environments are under state of control. **Let Dickson's skilled professionals get you up to date.**

Want more information?
Contact a specialist today.
(630)-923-6565

Validation Services

SOLUTIONS TO SUIT YOU

If you're in the quality assurance business like us, validation is a term you hear every day. "Validation" falls under the umbrella of terms businesses use to discuss the quality of their product, facility, or service. For those not well-versed in the world of quality assurance, hearing "validation" can send you running to hide under your desk. It's a word that can scare you into a frightful Google search, an emergency call to someone in your quality department, or worse, it can scare you into ignoring it.

PQ PERFORMANCE QUALIFICATION

- **TESTS** VERIFICATION OF CORRECT EQUIPMENT PERFORMANCE
- **ENSURES** CORRECT PERFORMANCE OF SYSTEM PER SPECS
- **VERIFIES** SYSTEM MEETS CUSTOMER'S INTENDED PURPOSE

OQ OPERATIONAL QUALIFICATION

- **TESTS** VERIFICATION OF CORRECT EQUIPMENT OPERATION
- **ENSURES** CORRECT OPERATION OF SYSTEM PER SPECS
- **VERIFIES** SYSTEM MEETS CLAIMS FROM PARAMETERS

IQ INSTALLATION QUALIFICATION

- **TESTS** VERIFICATION OF CORRECT EQUIPMENT INSTALLATION
- **ENSURES** CORRECT INSTALLATION OF SYSTEM PER SPECS
- **ESTABLISHES** BASELINE FOR EQUIPMENT

VALIDATION VOCAB

If you are reading this, you may be familiar with Medical Device and Life Sciences specific acronyms for example IQ, OQ, and PQ. For those who are new to the specific world of Validation Services, we'll try to help with some of the important terminology.

Dickson offers validation services for our DicksonOne or Dicksonware software, and temperature controlled equipment like refrigerators, stability chambers, freezers, walk-in chambers, and more.

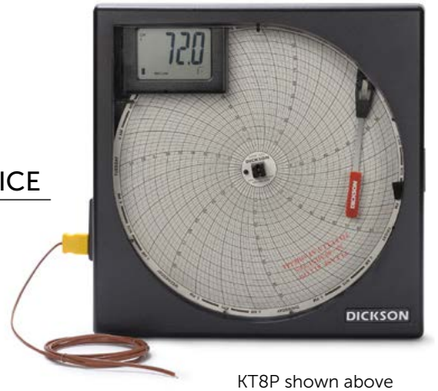
Is your company ready for a quotation or need more information?
Contact a specialist today.
(630)-923-6565

CHART RECORDERS

Want a physical readout right where you are monitoring? Our Chart Recorders have you covered. For ninety years we've built the best chart recorders in the business. **Check out our models below.**

8 and 6 Inch Models

MODEL	FEATURES	STARTING PRICE
KT6P	6 Inch Temperature	$369
KT8P	8 Inch Temperature	$419
TH6P	6 Inch Temperature and Humidity	$489
TH8P	8 Inch Temperature and Humidity	$489



KT8P shown above

4 and 3 Inch Models

MODEL	FEATURES	STARTING PRICE
SL4350	4 Inch	$239
SL4100	4 Inch	$239
SC3	3 Inch	$239

SL4350 (top) and SC367 shown above

DATA LOGGERS

For data loggers, information (temperature/humidity measurement and date and time) are stored as information. That data is stored in the device for later download (via software) onto a computer, or sent to a cloud application or server for remote access.

Compact

SP125 — $119
Temperature Logger. Accuracy ±1.2°F, ±0.67°C. Range -10 to 176°F, -23 to 80°C.

SP175 — $229
Temperature Logger with Thermocouple Probe. Accuracy ±1.8°F, ±0.1°C. Range -300 to 2000°F, -30 to 50°C. A203 Probe required for +500°F

TP125 — $199
Temperature and Humidity Logger. Accuracy ±0.8°F, ±0.45°C. Range -10 to 176°F, -23 to 80°C.

SK550 — $699
Temperature. Pack of twelve. Accuracy ±1.8°F, ±1°C. Range -4 to 158°F, -20 to 70°C.

TK550 — $999
Temperature & Humidity. Pack of twelve. Accuracy ±1.8°F, ±1°C. Ranges -4 to +158°F, -20 to +70°C.

SP125 shown above

SP425 shown above

Display

SM300 — $249
Temperature Logger. Accuracy ±1.2°F, ±0.67°C. Range -10 to 176°F, -23 to 80°C.

SM320 — $299
Temperature Logger with Thermocouple Probe. Accuracy ±1.8°F, ±0.1°C. Range -300 to 2000°F, -30 to 50°C. A203 Probe required for +500°F

SM325 — $399
Temperature and Humidity Logger. Accuracy ±0.8°F, ±0.45°C. Range -10 to 176°F, -23 to 80°C.

SM420 — $499
Temperature. Accuracy ±1.8°F, ±1°C. Range -4 to 158°F, -20 to 70°C.

TM320 — $299
Temperature & Humidity. Accuracy ±1.8°F, ±1°C. Ranges -4 to +158°F, -20 to +70°C.

TM325 — $399
Temperature and Humidity Logger. Accuracy ±0.8°F, ±0.45°C. Range -10 to 176°F, -23 to 80°C.

SP425 — $159
Temperature. Accuracy ±1.8°F, ±1°C. Range -4 to 158°F, -20 to 70°C.

TP425 — $249
Temperature & Humidity. Pack of twelve. Accuracy ±1.8°F, ±1°C. Ranges -4 to +158°F, -20 to +70°C.

High Temp Solutions

INDICATORS

1 **HT 300 Waterproof, High Temperature Data Logger** — $349
HACCP and FDA Compliant. USB Download. IP68 Rating. Temperature Range -40° to 257°F (-40° to 125°C).

2 **HT350 High Temperature Process Logger** — $349
HACCP Compliant, K-Thermocouple Probe, USB Download, and a large temperature range. Temperature Range -40° to 257°F (-40° to 125°C).

Instant Data Solutions

INDICATORS

TC700/TH700 Touchscreen Handheld Indicator — $299
Instant temperature or temperature/humidity data. No-slip silicone cover. Battery powered.

DICKSON **BLOG**

blog.dicksondata.com

Want to learn more about using, buying, or learning Dickson products and the applications and industries we serve? Check out:

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HEALTHCARE COMMUNICATION COUNTS

How Paper and Pens are Taking a Backseat to Technology

HOW HOSPITALS ARE COMMUNICATING IN 2016

The stereotype of the illegible doctor's handwriting is no joke - it can cause a pharmacist to dispense the wrong dose of a certain drug – or the wrong drug altogether – potentially killing a patient. Yet for years, that's how prescriptions were handled. A quick scrawl on a notepad and, fingers crossed, the patient would get the drug they needed.

It's why those days are quickly becoming a thing of the past. This old cliché, and many others, are being left behind for the future of modern hospitals. With the staggering amount of money involved, poor communications systems can cost a lot. In this case, a lot means $12 billion in losses every year in the U.S. hospital system alone. That's a big number, but it's not the most important issue for the community at large.

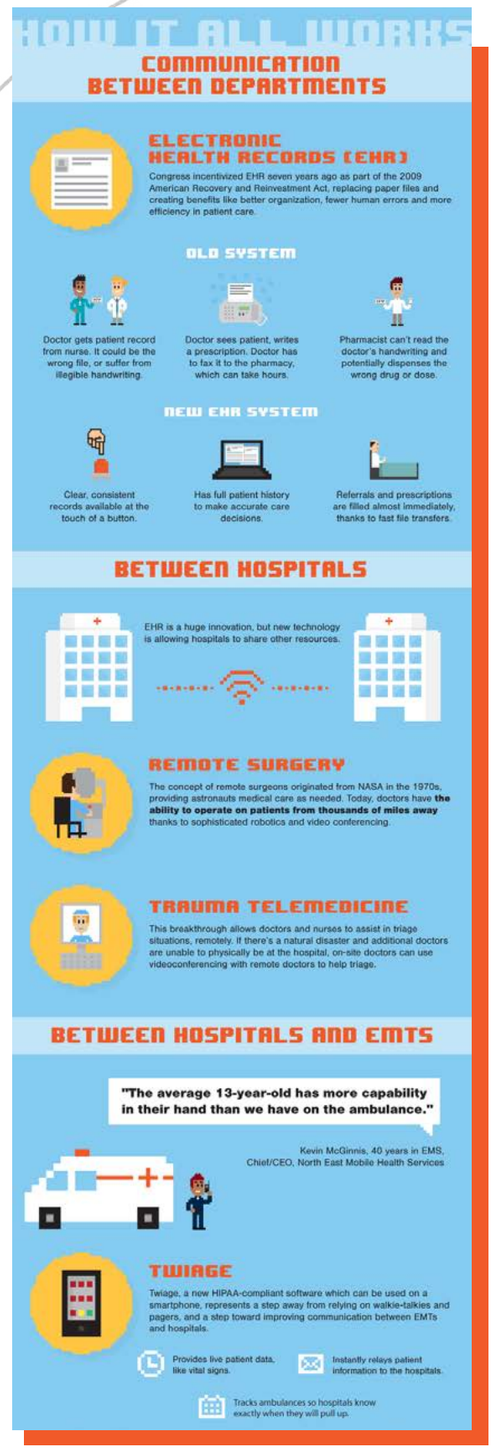
Hospitals and the healthcare industry at large are all about saving lives, so when a staggering 70% of accidental deaths and injuries in hospitals are caused by communication issues, it's a serious problem.

So, what's the cause of these communication issues, and are there solutions?

Even though it's no longer the 90s, pagers are still favored in hospitals due to their simplicity, security, size and ability to get a signal where cell phones can't. That's an important factor if you could find yourself in a cement-walled hospital basement. (It also doesn't hurt that nurses can't play Pokémon on them.)

Smartphones are great and they're the preferred choice of communication by 80 percent of Americans and nearly a third of the world's population, but they haven't been the best choice for hospitals. Texting patient info on a cell network isn't secure and it's a violation of a patient's rights. A single violation can mean a fine of up to $50k per text.

Telecommunications aside, there is still the matter of tackling the huge amount of paperwork involved in hospital care. When it comes to patient records, referrals, and Rx's, it's out with the folio and in with the cloud. Electronic health records, or EHR, are electronic, computerized records that are taking the place of stacks of papers, overflowing file cabinets, fossilized fax machines, and the aforementioned poorly-



scrawled prescription pads. Their adoption in healthcare has grown considerably since 2009 when the industry was incentivized to do so.

The evolution of hospital communication also means that doctors everywhere can communicate with one another in amazing ways. Remote surgery would allow patients to get a liver transplant from a doctor located across the country via robotics and video conferencing. If the zombie apocalypse ever does hit, doctors from around the world could put their heads together to tackle triage remotely.

That's exciting but it doesn't diminish the lack of communication technology that exists in the industry. It even stretches beyond the confines of the hospital and into the ambulances that work to keep patients alive until they can get the care they need. While static-filled walkie-talkies have been used for years, there are now better options. Smartphone software called Twiage has made the job easier. EMTs can now see a patient's info and vital signs, communicate that info to the hospital they're going to, and let both parties know exactly when they'll get there all from a single handheld device. In other words, if you're an EMT, there's now an app for that.

What does the future of hospital communication hold? Data warehouses, device and data integration, and computer-guided resource management and clinical logistics are just some of the ways hospitals are hoping to deal with some of the shocking losses that occur each year due to miscommunication. The $12 billion that the healthcare system loses each year would be enough to rank as a mid Fortune 500 company rivaling the likes of J.C. Penney, Parker-Hannifin, and Texas Instruments. Learning to communicate in the 21st century could help the American healthcare system recoup a large portion, if not all, of those losses. That's a pretty big incentive for everyone involved. D

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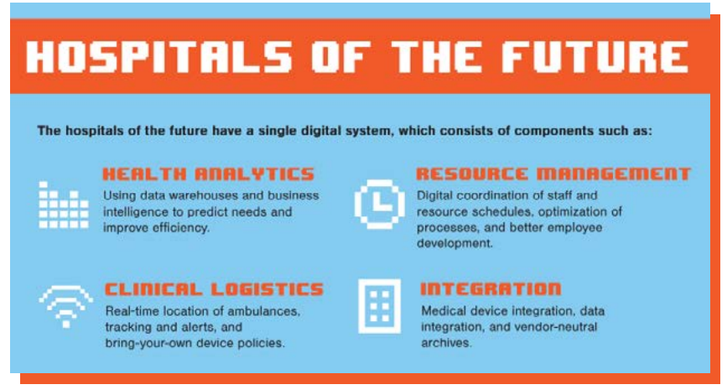

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