



# FROM VISION TO REALITY: Bringing Smart Room Innovation to Life at Lee Health & Golisano Children's Hospital

## About Lee Health and Golisano Children's Hospital

Fort Myers, Fla. | 5 Acute Care Hospitals | EHR: Epic | 2,035 inpatient beds | 70 Neonatal ICU beds

## The Challenge: A Vision Years in the Making

The story of Lee Health's patient room journey started in 2017, when Golisano Children's Hospital first opened its doors with plans to integrate a patient engagement platform. Over the years, that vision evolved as the organization evaluated how best to integrate digital tools that support communication, education, and engagement. Guided by Alyssa Kasiewicz, MBA, MSN, RN, CAHP, NEA-BC, Vice President and Chief Nurse and Operations Executive, and her team, Lee Health remained focused on bringing the vision to life, convinced smart room technology would change the experience for their patients and families.

The initiative was driven by a desire to improve the way patients, families, and care teams stay connected throughout the hospital experience. By providing more accessible and up-to-date information at the bedside, Lee Health sought to support informed, engaged participation in care. This approach is especially meaningful in the NICU, where families may stay connected to the care team for an extended time while balancing responsibilities both inside and outside the hospital.

### RESULTS AT A GLANCE

**70**

NICU rooms modernized  
while operating at  
104% capacity

**8,200+**

nursing hours returned  
annually through  
digital whiteboards

**4,250+**

additional hours saved  
through in-room  
patient education

# The Vision: Seamless, Reliable Technology

A key element of the initiative was the active involvement of frontline nurses throughout the design process. Lee Health involved nurses from all departments, from day one, allowing them to help shape the solution rather than simply adopt it.

"We allowed them to dream," said Kim Gault, Senior Application Analyst, Lee Health. "Their feedback helped inform decisions about how the solution would be configured and integrated into the care environment." The result was a solution built for the real complexity of a pediatric setting: parents as the primary end users, the distinct needs of neonates versus adolescents, light and sound sensitivity in the NICU, and multilingual families across a diverse Southwest Florida population. Getting that right took real commitment and the Golisano team brought it.

## The Solution: TigerConnect Smart Room

TigerConnect Smart Room integrates directly with Epic and existing workflows, placing real-time care information where it matters most: in the room. Deployed across 70 NICU beds, 36 medical-surgical beds, 16 pediatric ICU beds, and 13 hematology-oncology beds simultaneously, it includes EHR-integrated digital whiteboards that update automatically as nurses document, interactive in-room TVs with entertainment, ambient content, multilingual support, and telehealth integration enabling remote physicians to join the bedside in real time.



"I kid you not — I have heard nothing negative about this rollout. It is few and far between that we roll out technology, and I don't hear all the reasons why it didn't go well. I really credit that to the frontline involvement, collaboration, and integration from day one."

— Alyssa Kasiewicz, MBA, MSN, RN, CAHP, NEA-BC  
VP and Chief Nurse and Operations Executive, Lee Health

# The Impact: Success Across the Hospital

## The Cardiologist in Naples

A cardiologist was seeing patients in Naples, Florida, roughly an hour away, when a complex cardiac case required immediate evaluation at Golisano.

TigerConnect Smart Room integrates directly with Caregility's cloud-based virtual care platform, which allowed the team to quickly bring the cardiologist into the patient room remotely.

**"We were able to pull him right into the room during a pretty critical situation so that the cardiologist could read the rhythm and help inform the critical care physician as he was providing care at the bedside," said Kasiewicz. "That wouldn't have happened prior."**

## The Mom Who Earned a Checkmark

Kasiewicz saw firsthand how the experience changed for a family whose baby was a NICU patient at Golisano, admitted before the Smart Room rollout and still there after it went live just six weeks later. As she often does in her role, she viewed that transformation through a parent's eyes.

When the baby wasn't making clinical progress, her mother watched the car seat installation video — a requirement before any premature infant can leave the hospital — and earned a checkmark. Being able to interact with the digital whiteboard helped her feel involved in her baby's care and gave her something to hold onto: proof that the day she would bring her baby home was getting closer.

**"Being able to see those checkmarks come up on the digital whiteboard and see those milestones get met — it provides visual hope as a child progresses forward," said Kasiewicz.**

## The Ambient Music Discovery

When the technology team reviewed engagement data showing ambient music was one of the most heavily used NICU features, they assumed parents were using it to decompress. They were wrong.

**"The nurses are turning that on for the infants as low ambient noise in the background, during no-touch times and overnight, when stillness and sound matter most in a NICU," said Gault. "Nobody designed for that use case. The nurses just found it and made it their own."**

For the nursing team, the feature became another way to help create a calm, supportive environment for premature and medically fragile infants during periods of rest and minimal stimulation.



# By the Numbers

Across Golisano Children's Hospital's 135 inpatient and NICU beds, nurses save approximately 5 minutes per patient per shift by updating whiteboards electronically instead of manually. Across two nursing shifts per day, that's more than 8,200 nursing hours returned annually—time that can be redirected from administrative tasks back to patients and families.

The same is true for patient education. With videos available directly on the in-room television for NICU parents, nurses no longer need to spend extra time locating, setting up, and managing content on a separate device. At the same five-minute savings per patient per shift, that represents another 4,250-plus hours each year. Together, those everyday workflow gains could give Golisano nearly 12,500 nursing hours annually—equivalent to approximately \$800,000 in nursing capacity—while helping families stay informed, engaged, and connected to their care journey. The success of the NICU implementation has already prompted Lee Health to expand assigned patient education via the in-room television across the health system, bringing the same streamlined experience to more patients, families, and care teams.

"The digital whiteboards have provided benefits for our care teams, our Information Services team, and the families we serve. By incorporating information from the electronic health record, we've been able to streamline workflows and improve access to important care information. It's been a valuable tool for supporting communication and engagement throughout the patient experience."

— Alyssa Kasiewicz, MBA, MSN, RN, CAHP, NEA-BC  
VP and Chief Nurse and Operations Executive, Lee Health

## What's Next

For Lee Health, their implementation of TigerConnect Smart Room, dubbed their 'Room of the Future' initiative, is a foundation, not a finish line. The health system is exploring meal ordering, patient education tied directly to Epic documentation, and bringing NICU families into multidisciplinary rounds remotely, so a mom who has gone back to work can still join morning rounds on her phone.

"I only see this continuing to improve," said Kasiewicz. "We're in our infancy and early stages with what we're calling the 'Room of the Future'. And this is just the beginning."

The Golisano team's willingness to be innovators, push through obstacles, and bring their frontline nurses into the process is what turned a vision into something real and something other health systems can learn from.

**Learn more:** [tigerconnect.com/smart-room](https://tigerconnect.com/smart-room)