



REFINING HEALTHCARE

2 20 20

# Spotlight

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# Francehopital changes its look!

## a choice for the future



### (\*)The stube

The stube or stua, depending on whether you prefer the German or Ladin diction, is the typical living-room of certain Alpine areas, including South Tyrol. In the past, it was the only heated room in the house because it was where the stove (or Kachelofen in German) was located.

A cool early spring day in 2019, sitting at a table in a stube (\*) surrounded by that sense of protection and warmth that only wood and a "Kachelofen" can give, we said to ourselves: we must make visible to the outside world **the natural evolution of the company** that has already been underway for some years, **refresh** our image to **consolidate** the change and growth that we have wanted and undertaken.

If you enjoyed Spotlight #1, you know that in 2018 Francehopital celebrated **70 years of history** and **30 years of activity**, but despite our seniority, we never stopped trying to keep up with the times, and **look ahead**.

So here's the new look & feel: a modern, elegant and solid logo, which underlines the uniqueness of Francehopital, which looks at new markets and products,

keeping its founding values in it:

- History
- The Italian spirit
- Quality
- Specialisation
- The ability to customize

and is **open to future generations**.

For us it is a time to rediscover ourselves, looking at our history. We are setting a new milestone on our way to **improving** the healthcare sector.

PS: Have you noticed that the new logo also has a new payoff? The character is related to Bodoni. It's worth reading the story of Giambattista Bodoni: father of the most elegant characters in the world, born in Italy and highly appreciated in France.

More info:  
[https://en.wikipedia.org/wiki/Giambattista\\_Bodoni](https://en.wikipedia.org/wiki/Giambattista_Bodoni)



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### Among the favourite trolleys in Latin America

PRECISO for unit-dose therapy  
PICKINGSTATION for bin filling





## Blue: très chic



and textiles. Two minerals were used: **lapis lazuli** and **azurite**, which were pulverized and mixed with oils or dissolved in water...

From the 13<sup>th</sup> century, starting with France, a flourishing production activity for indigo began, growing in demand throughout Europe to the point that in the 19<sup>th</sup> century it began to be produced artificially in Germany. The culminating period of the colour was in 1700, when an artificial pigment was invented, the **Prussian blue**...

According to Luescher's colour theory, those **who prefer blue express the need for quiet and emotional serenity**, or are calm by nature, altruistic, at peace with themselves and the world. Blue is a colour that encompasses expectation, magic and mystery. One of the most fascinating things about blue, however, remains the sky. In theory it should be white but it is not and the reason was discovered 150 years ago by the Irish physicist John Tyndall: the sky is blue because the sunlight, which is white, in contact with Earth's atmosphere is split and the blue rays, which have a shorter wavelength than the other colours, spread in all directions. The choice of blue is made of nuances..."

■ Taken from: [www.aos.it/breve-storia-del-blu](http://www.aos.it/breve-storia-del-blu)  
The Antico Opificio Serico - San Leucio Design has been weaving silk since 1789, a few kilometres from the Royal Palace of Caserta.

"There is a colour that we like to remember because it has always helped to capture the most subtle and profound aspects of life: it is the colour blue.

It is certain that the history of colours has its roots in the dawn of time and blue remains the one most enveloped in the arcane charm of a **story to be revealed**...

In history the colour blue has had alternate fortunes and its path is curious: born from the encounter between light and matter, it has entered our life little by little until it became the most loved and used colour both in art and in everyday objects. The Egyptians considered it the colour of the gods, while the Greeks and Romans did not like it at all.

If we then enter the discipline of etymology of colours, we discover that the word blue comes from the ancient Germanic blau and that sky blue comes from the Persian lazward, the original name of the lapis lazuli...

From the ancient Greeks to the Renaissance, the raw materials used to produce the blue colour were of natural origin, both in the case of painting and for dyeing fabrics

# france hopital

REFINING HEALTHCARE

WZWPAYOFF

## ¡Hola Francehopital!

Our trolleys have crossed many borders, and 2016 marked reaching the central and southern shores of "the pond": the **popularity** and **preference** of Francehopital trolleys in the **Latin American** market is now a consolidated reality.

We started with Colombia, Panama and Peru and we continue growing, opening new markets such as Ecuador, Jamaica and recently Mexico.

The Latin American market is experiencing a drive in **hospital modernization projects** and Francehopital trolleys are an excellent **innovation companion**, offering the opportunity to integrate new functional solutions.

In the field of pharmacy and therapy management and distribution **our tray system with medication bins** is a great solution: it proves that distribution tasks can be made easier, faster and more pleasant thanks to its ease of use.

Another great success for FH comes

from clients implementing our **logistics and storage systems**: pharmacy units and wards experience a harmonious and orderly flow of supplies.

Hand in hand with our distributors, we have been present in important tradeshow of the sector: MEDITECH-Colombia, MEDIECU-Ecuador, TECNOSALUD-Peru and EXPOHOSPITAL-Chile; many current and future customers had a great opportunity to discover the advantages of the product range of FRANCEHOPITAL!

\* this is typically UK: American and UK culture are so close that the Atlantic Ocean can be compared to a pond





# Join experiences to drive innovation

It is true that sometimes 1+1 is not only 2... it is the case of the **synergistic partnership between FH and IPSA**. IPSA, a leading company in the field of automated distribution and hospital traceability, has become a strategic partner of FH.

The collaboration between FH and IPSA started a few years ago and has become a reality in the last few months. It is not just a question of 1+1 companies, but of a concatenation of technological know-how and strategic objectives that greatly amplify the mere 1+1.

A synergy that enhances the characteristics of uniqueness and attractiveness that coexist and interact at their best to offer to the market **even more innovative and advanced products**. An aggregation of different skills and technologies, of exchange of know-how that converge for a common purpose:

to improve the quality and safety of the lives of both professionals and patients by putting technology at their service, without overlooking the economic aspect and the return of investment. So, when you see trolleys with LED-lit drawers, computer-controlled and guided access, perhaps with RFID technology, with prescription and therapy management in electronic format... don't worry, it is us...

**We are innovating for you.**



More info:  
[www.ipsa.eu](http://www.ipsa.eu)



## Mohnkrapfen for all

Krapfen are served on numerous occasions in South Tyrol and cooking them has a long tradition. The dough is filled with various fillings, such as blackberries, apricots, poppy seeds, etc. according to grandma's recipe.

A tasting of these traditional pastries when visiting the region should not be missed. They can be found at the numerous festivals and in street kitchens or bakeries. Still warm and garnished with icing sugar, all those with a sweet tooth will be thrilled by this fine South Tyrolean dessert. As we made for the first issue of Spotlight, we leave you a particularly delicious Krapfen recipe: bring some South Tyrol taste back home and enjoy!

Ingredients for around 40 poppy seed Krapfen

| Dough                      |
|----------------------------|
| ■ 500 g flour              |
| ■ 60 ml lukewarm milk      |
| ■ 60 ml seed oil           |
| ■ 60 ml lukewarm water     |
| ■ 1 tablespoon rum         |
| ■ 1 tablespoon sugar       |
| ■ 2 egg yolks              |
| ■ 1 egg (albumen and yolk) |
| ■ 1 pinch of salt          |

The whole egg is needed for brushing, and lard for cooking.  
In addition, you might need icing sugar.



## Come see us!

A **large showroom** with our mainline and latest products awaits you for demonstrations, training, suggestions and exchange of ideas.

In 2019 we hosted **more than 35 visits** from all over the world, further strengthening ties with customers, agents, distributors and potential customers.

People fall in love for our products; the same goes for South Tyrol! Come visit us, you are welcome.

■ Write to:  
[marketing@francehopital.com](mailto:marketing@francehopital.com)  
or give us a call.



### For the filling

- 200 ml water
- 250 g sugar
- 250 g poppy seeds, finely ground
- 1 tablespoon honey
- A tiny bit of lemon peel, grated
- 1/2 teaspoon cinnamon
- vanilla sugar
- 1 tbsp rum

### Preparation of the dough:

Pour flour into a large bowl add milk, oil, water, rum, sugar and egg yolks; then

salt to liking and knead to a smooth dough. Cover and let rest for 20 minutes.

### Preparation of the filling:

Boil water with sugar, add poppy seeds and let boil down. Add honey, lemon peel, cinnamon, vanilla sugar and rum.

### Preparation of the Krapfen:

Divide the dough into two halves and use a pasta cutter to thinly cut out the dough and cut into 10 cm wide strips. Fill half of the strip with the filling, fold the dough, squeeze the edges and cut off the edge. Brush the Krapfen with the whole egg and fry in lard heated to 190 degrees until crispy brown and turn over. When the cooking is homogeneous, remove it from the pan and leave it to dry. Sprinkle with icing sugar and... you're done!

Now you can enjoy it, perhaps with some must (red or white)!

## Bisaigüe Brewery: subtle sophistication

When we think about our headquarters in Alsace, we think of many great and beautiful things that we have already seen and experienced there. One of these experiences was the "Brasserie Bisaigüe" brewery.

Discovering this microbrewery at the heart of Kayserberg, is already an experience in itself. Located in an authentic Alsatian house, this brewery will amaze you with the subtle sophistication of its range of beers and its centuries-old vaulted cellar, where the production workshop is located. That's what it took for Jérôme Jaegle, the Michelin-starred chef of the



"L'Alchémille" restaurant, to team up with the brewery to create an exclusive beer. A **lager beer flavoured** with plants picked in the chef's own garden.

To go with your gourmet meals, instead of having a fine wine, try having a fine beer! Also Francehopital makes exclusive products... **not exactly well flavoured, but exceptionally well designed.**

■ More info:  
[www.facebook.com/bisaigüe](https://www.facebook.com/bisaigüe)





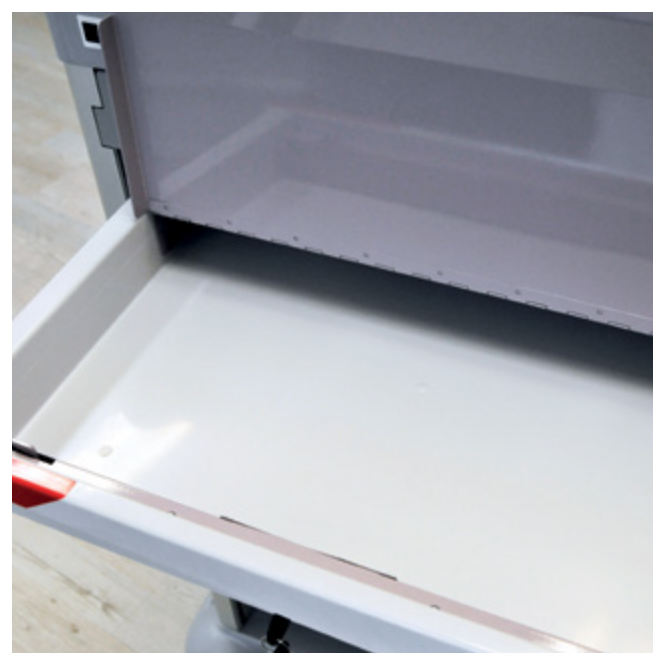
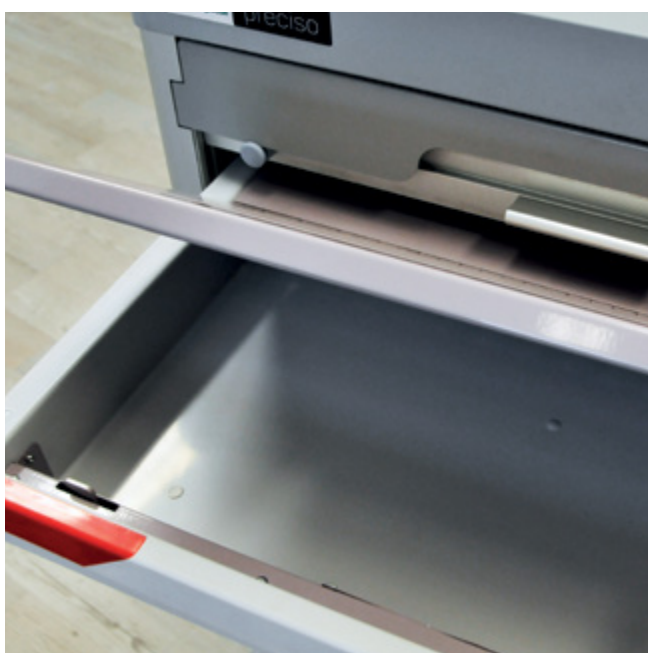
# Accessories Highlight

## Narciso drawer for narcotics

Narcissus (in ancient Greek: Νάρκισσος, Nárkissos) is a character from Greek mythology: a hunter famous for his beauty, incredibly cruel because he disdains every person who loves him. Following a divine punishment, he falls in love with his own image reflected in a lake and dies falling into it...

What does Narcissus have to do with a drawer for narcotics? Nothing, but the fact that if you add the first four letters of NARCotics with the word ISO - because the drawer is ISO compatible - you get the name NARC-ISO

The drawer, designed to hold narcotics, and other sensitive drugs, is available in two heights (76 mm and 156 mm) and has a lid with an independent key.





## NEXT-lock locking system

NEXT-lock, FH's new locking system is not only elegant, but also efficient. The keypad, status LED and NFC sensor are integrated into the edge of the PRECISO trolley worktop and the entire system is perfectly integrated into the trolley itself.

Bringing the NFC card or telephone closer to the



sensor or entering a 4-digit PIN unlocks the drawers.

After a time set by the customer, NEXT-lock locks the drawers by itself (autorelock). If one drawer remains open while the others are locked, simply push it, close it and it locks like the others.

The drawers are also locked using the NFC system. All settings, access rights and logs are managed by an Android application.

NEXT-lock can soon be used on all FH trolleys with drawers or rolling shutters.



## Hyppo a new and very handy carryall hook from FH

Its unique design allows hanging all sorts of objects on standard rails or on the steel tubing of our CB laundry management carts.

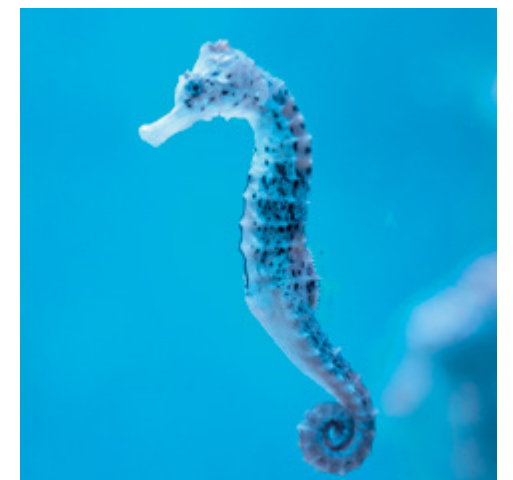
It could be for quickly freeing your hands from something or for mass preparation of IV solutions on a trolley.

Where does the name come from? Look at HYPPPO's photo and you might guess it...



## ISO 600x400 grid shelf

Very sturdy, chrome-plated steel grid to prevent dust accumulation, ISO 600x400 compatible. Very useful for any material, recommended for storing linen while still wet.



■ Doesn't it look like a Sea horse?  
The scientific name of it is Hippocampus.  
Where "hippos" is Greek for horse



# ISO 600x400 Modular System



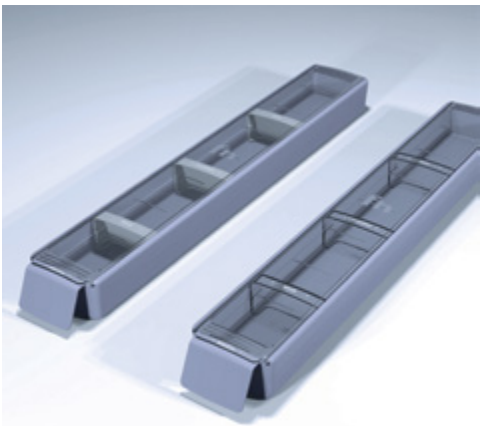
It's new and we definitely needed it: the MOSYS-ISO system

A **modular shelving**, composable, light-weight, easy to assemble, if necessary on wheels, extremely robust, adaptable to any environment, such as a pharmacy, a warehouse, a doctor's office, a laundry, a hospital ward, a kitchen, ... oh, yes, and it should also be able to adapt to changes...  
Is that too much to ask?!

No, it's not. The MOSYS-ISO system is all this with the addition of being **ISO 600x400 compatible** (\*Zooming in on ISO).  
Single, double, with 600 or 400 front, on wheels, open or closed, combined or compactable, it responds to any need and can be assembled quickly and easily without tools.

## Ottavio therapy distribution dispenser

When it comes to hospital logistics, **therapy distribution** is a very sensitive task. OTTAVIO (the Italian version of the Roman name Octavius; but in our case its root is the number "otto", meaning eight), a storing and dispensing system for personalized therapy distribution, has been made with nursing homes in mind. In that type of setting therapies tend to stay the same, with little variation. OTTAVIO comes in handy when preparing daily or weekly therapies: **workflows are sped-up and optimized**, therapies can be **prepared in advance**. It is also used for transferring personalized therapies from the pharmacy to the ward.



## Crushy: pill grinding... soooooo annoying!

That's clever! Unscrew, pill goes in, screw back: pill is crushed! Unscrew... done! Pill is pulverized, with no effort! The shape of CRUSHY is given by its main feature: it has to fit a nurse's pocket.  
Pill-grinding made easy, with a big thank you from your wrist joint.





### MOSYS-ISO

one shelving endless configuration and shelving units on wheels.

■ More info:  
[www.francehopital.com/mosys-iso](http://www.francehopital.com/mosys-iso)

## Quality of life and Well-being for the elderly

Assessment of quality and actions for improvement within care homes for the elderly

by Mario Iesurum

Coordinator of "Qualità & Benessere" brand

The trademark "Qualità e Benessere" (Quality and Well-being) is a model of self-assessment and peer assessment of the quality of life and well-being of the elderly. The main objective of this model is to measure the quality issued in a care/nursing home. The idea of an innovative tool for quality of life assessment, came up in 2005 following from a specific request from the Care Homes Association of Trento Province, who needed to draw assessment methods that could be less bureaucratic and more focused on the effective outcome on the well-being of the elderly. This was done to better address the care homes action plans towards improvement. Following from research, discussions and benchmarking amongst stakeholders, the model is based on 12 essential aspects of quality of life:

**Respect, Self-fulfilment, Dynamism, Affection, Interiority, Comfort, Humanisation, Sociality, Health, Freedom, Taste and Liveability.**

These values are measured by 105 indicators obtained with a wide range of approaches, i.e. focus group, ethnographic and environmental observation, case study and project's analysis through documentary checks.

Our website [www.marchioqeb.it](http://www.marchioqeb.it) presents a detailed description of our value system and of the method applied.

Our indicators have an ambitious goal: make the well-being results delivered by the residential services for the elderly, measurable in order to allow peer benchmarking, build a community spirit and enhance belonging, motivation, cooperation and actions towards improvement.



**qb** qualità & benessere

■ Do you want to know more about Marchio Q&B?  
Visit our website [www.marchioqeb.it](http://www.marchioqeb.it)  
or send an email to [info@marchioqeb.com](mailto:info@marchioqeb.com)



## Essential the versatile patient hygiene trolley

ESSENTIAL is the answer to a basic need that healthcare operators have: execute several different tasks at the patient's bedside using a single trolley. And we packed as many features into this trolley as possible.

ESSENTIAL is a multipurpose trolley used for:

- morning and evening patient care,
- bed change (clean linen distribution and used linen collection are carried out with the same equipment)
- quick and easy bedside sanitation

ESSENTIAL is highly configurable and

can be equipped with a broad range of accessories. We didn't leave out a pleasant look and the use of high quality materials.

Technologies and features already used on our other trolleys are implemented on ESSENTIAL as well: rounded anti spill borders, silent self-closing and transportable drawers, high quality castors, great customization options.



# Some FH figures

**55**

Countries in the world  
using PRECISO

**150÷210**

Height in cm of the people  
comfortably using  
PERSOLIFE

**10x25**

Millimeters the size of the  
norm accessory

**4**

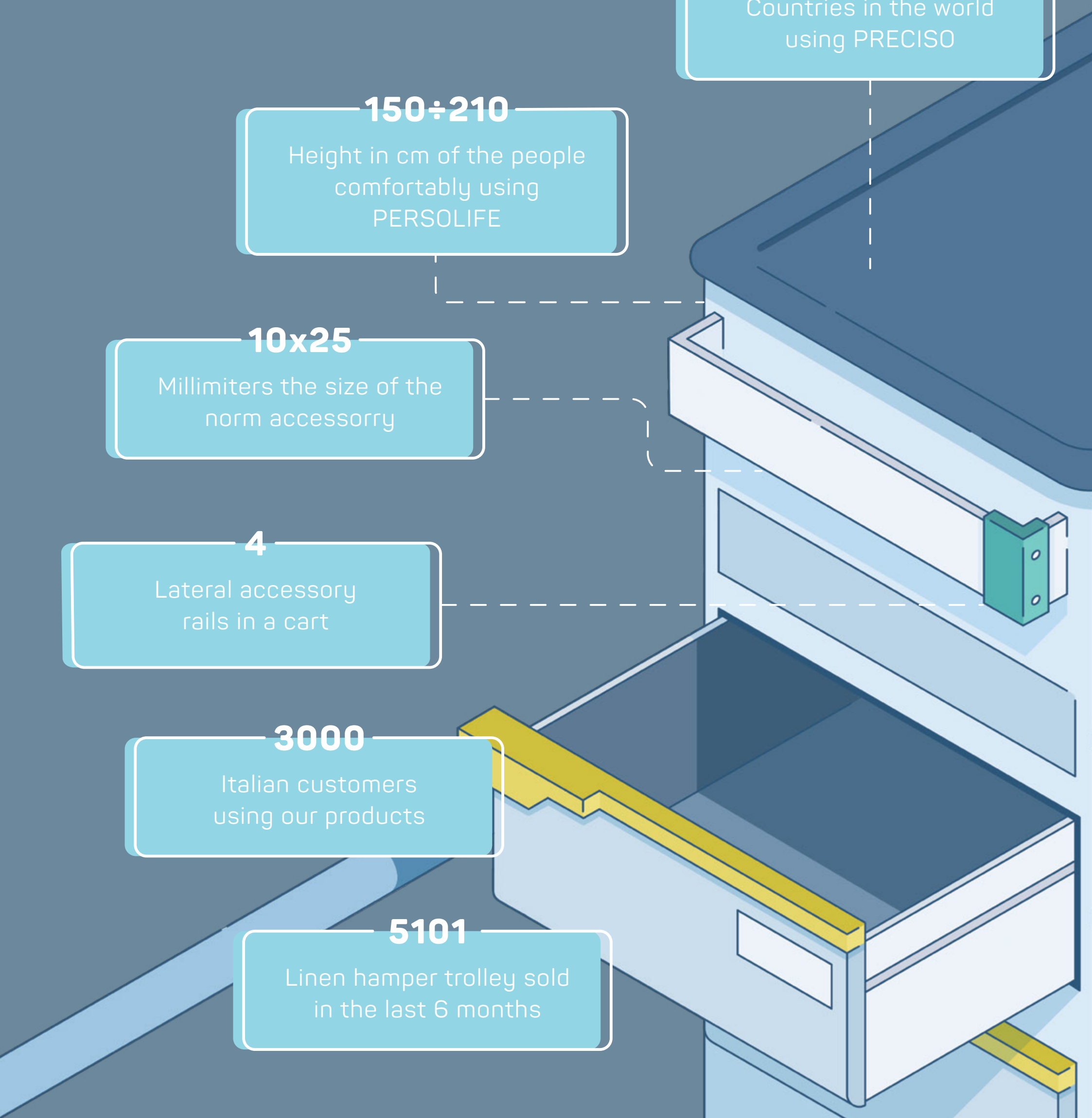
Lateral accessory  
rails in a cart

**3000**

Italian customers  
using our products

**5101**

Linen hamper trolley sold  
in the last 6 months





**147,2**

Load capacity  
in litres of PRESTO cart  
with 4 drawers

**615x460**

Millimeters of useful space  
in PRECISO's workshop

**1,8**

Thrust in kg to move a fully  
loaded PERSOCAR cart

**300**

Kg the medium load  
capacity of an FH cart

**432**

Boxes of Aspirine C - 10  
fizzy tablets in a  
PRESTO SMALL cart

**110%**

The opening of an FH drawer

**3**

Seconds to automtically  
close a PRESTO 600 drawer

**10**

Drawers in a  
PRECISO N°10 cart



# Design in a leading role

## Design For Disassembly

DFD relates to **reuse**, to **repair** and to **recycle** in the most cost and energy effective way as possible.

Even before these became big issues as in present days, FH had an eye for creating **carts that could be repaired**. Some sturdy models have been delivered more than 20 years ago, and are still maintained either by the hospital's technical department or by our technicians.

We can proudly affirm that reuse, repair and recycle are 3 words that are deeply **rooted in our DNA**.

Aluminium is used for our trolley's structures. It is lightweight and sturdy, but also 100% recyclable. The same recyclability goes for steel and stainless steel.

In the world of plastics, ABS has also great functional features and is also 100% recyclable.







## But how do I clean the carts?

We often receive questions about how to clean our products. This is a short vademecum on the subject...

### ABS plastic

ABS can be cleaned with neutral, slightly alkaline or slightly acid detergents diluted in hot water (up to 70°C). Suitable detergents that must be **diluted to 2%** are Ajax, Ariel, Dato, Dato, Henko, Vernel (just to name a few).

**Very greasy surfaces** can be cleaned with non-aromatic gasoline solutions such as petroleum ether, ligroin and ethanol. The parts must not be exposed to the detergent for more than 5 minutes. Formaldehyde, chloramine and other products from specialist companies may be used for **disinfection**.

*Not to be used: products that can scratch the surface such as VIM and ATA. Also avoid contact with concentrated acids, both mineral and organic. Important warning to avoid damage to the material: respect the concentrations indicated by the manufacturer.*

### Stainless steel

Stainless steel is easy to clean.

Its **smooth, pore-free surface** makes it difficult for bacteria and other microorganisms to adhere and survive. But stainless steel, like all materials, requires some care, especially to remove fingerprints from surfaces. In most cases, a soft cloth, a microfiber cloth or a sponge soaked in soapy water will yield excellent results.

For **more resistant dirt**, such as grease, simply use sprays and pastes specially developed for stainless steel. To prevent new stains there are polishing pastes that leave a layer of microscopic but resistant wax that makes it particularly easy to clean metal surfaces; an excellent product is Kymax Kronnix 27, marketed by ZEP Italy.

*Do not use abrasives that leave scratches, such as steel wool pads. Disinfectants based on bleach, salt or other chloride-containing detergents can also damage stainless steel.*

## Keep quiet and trolley-on!!

Healthcare is a very special environment: patients are people who are not well off, it functions on a 24 hour cycle, there are emergencies to deal with, there is exposure to diseases and contaminants, patients need rest, different professional categories from various fields interact the whole day. It is an **incredibly complex and demanding environment**. We think that in such a professional setting the better you feel, the better you work (or recover, as a patient). So, to **increase quality of life and work in wards**, why not use comfortable, efficient, ergonomic and... **silent** trolleys?

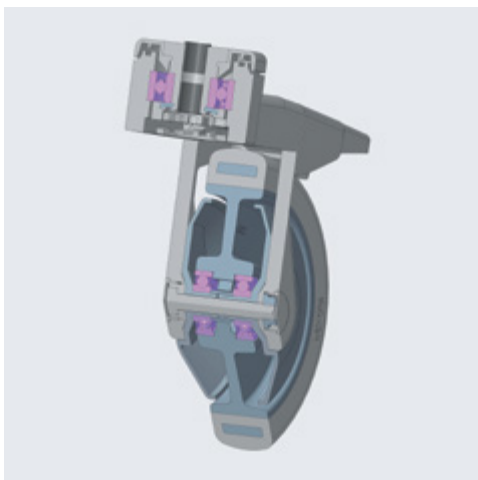
Castors with high quality treads and careful engineering and construction - like **NERVIANI castors** mounted on our PRESTO trolleys - are at the heart of the issue: a trolley that silently and smooth-

ly runs on floors, without slamming and rattling. And what about the drawers on those trolleys? Think how often a drawer is opened and closed in a ward day after day, and at night too: isn't it better to do it without too much noise? To achieve this, accurate engineering and perfect mating of some items is necessary: very high quality ball bearing rails are coupled with perfectly shaped frames; this is complemented by dampening and self-closing systems.



Officine Meccaniche Gino Nerviani: castors since 1951 | [www.nerviani.it](http://www.nerviani.it)

■ **Photo:**  
Cross-section of a double ball-bearing  
Ø 150 mm castor



## Permodul a simple and clever system

PERMODUL is made up of **just 4-6 elements** that do not require tools to be assembled and adapted... it simply is a brilliant system!

Injection-moulded ABS plastic shelves, extruded aluminium uprights, an original fixing system, wheels or bases, and voila... a trolley, a table or a shelf is composed.

PERMODUL is ideal for various service and logistics tasks, for offices, as a table for printers, for medical practices, for waiting rooms, for clinics, for the distribution of meals, for medication, for warehouses and even for home use.

The fixing system allows to **adjust the height** of the shelves and of the handle. A very **comfortable handle** makes it easy to drive the trolley, protecting the

hands from possible bumps.

The trolley is **very light** and is available in **different heights** (from 70 to 180 cm), has super smooth and silent wheels and is also accessorizable.

PERMODUL is **modular** and only needs your imagination to create the object you need.

### The 6 components that make up PERMODUL are:

1. The posts;
2. The shelves (at least 2),
3. The locking wedges,
4. The bases,
5. The 4 swiveling castors, 2 with brakes (not needed in fix unit),
6. The push handle (only for the trolleys).





## A matter of transparencies

There are instances in which it is important to have **a glance at the contents** and identify the location of what is needed before opening the door of a cabinet or the drawer of a trolley.

This is why FH has introduced 2 major innovations that **improve and simplify** the activities of the healthcare professional:

- **The transparent drawer**
- **The transparent door**

Depending on the content and the intended use (transport, transfer, storage), the column, like the TRS column of the PRECISO system, can be closed frontally with a rolling shutter or a door.

The shutter is very practical if it can be left open during the shift or the various operations.

Otherwise the door is more practical if the column must remain closed for most of the time and be opened only at the time of pick-up/storage of the product.

This is why **the door is even more useful if it is transparent!**

The transparent drawer allows seeing the contents avoids unnecessary opening/closing of the drawers and facilitates inventory control.



## Discover Culla!

So... what exactly is culla?

Well, it mainly is a **therapeutic and relaxation aid**. And a very clever one, that is. It was conceived as a device offering **relief**, reassurance, safety and warmth **to patients** with **physical and mental disabilities**. culla is the Italian word for cradle: and this is exactly what it is about. The culla therapy and relax chair creates a protective, calming and **soothing environment**: the same as a baby's cradle. The patient is sitting or lying down in a very comfortable chair that is large enough to allow positions more typical of a bed, yet offers protection, almost **hugging** and containing the **whole body**. Think of it: lying down in a foetal position has a powerful calming effect on all, especially Alzheimer's and Parkinson's individuals.

Super high-quality padding and concave shape: this is the recipe for an outstanding level of comfort.

On top of that, **transfers** to and from the patient's bed are a lot **easier** with culla: the whole chair tilts from sitting to lying position using a convenient handle. In the same time culla is also a **mobility aid**: the patient can be moved to different rooms or terraces with even surfaces; **outdoor versions** are equipped with more suitable wheels: 2 large rear wheels, a different rubber compound and a dynamic and positioning braking system.

We can now answer the opening question: culla is a mobility therapeutic aid and a mobile day bed with the footprint of a "not-so-large" armchair.





## Plastercart

In order to have at hand everything you need to make plaster casts or remove them, there is a **dedicated trolley**, with special features:

- The worktop and the lateral folding table are in AISI304 stainless steel so that they are extremely resistant and easy to clean;
- There are supports for basins to be used for water when necessary
- Large waste containers, quick to empty
- The drawers are very spacious with a size of 61x47 cm and available in different heights: 15 / 23 / 31 H cm, the configuration can be defined by the user

The **drawers can be of the transparent** type: this gives the maximum visibility to the contents and makes inventory checks easier.

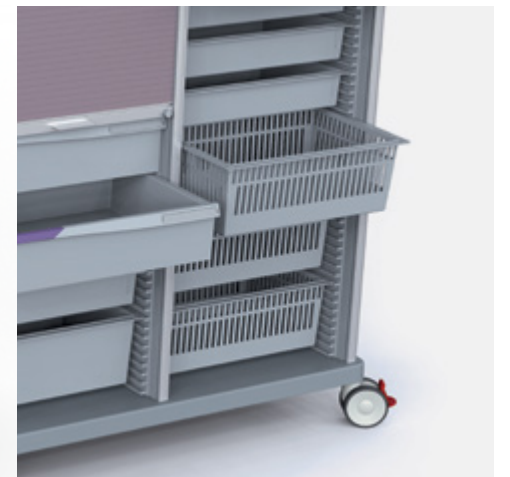
Several configurations are possible.



## Zooming in on ISO

Those who love photography even a little bit will certainly have heard of **ISO**. But what do these ISOs have to do with the **ISO 600x400** system now so widespread in the **healthcare environment**? ISO is the **International Organization of Standard**, an international organization founded in 1947, based in Geneva, which includes 164 countries, whose goal is to **set and coordinate standards** for many products, procedures and applications. The term "ISO" is not an acronym but derives from the Greek **ἴσος** (pronounced: isos), whose meaning stands for **"equal"**.

The term ISO 600x400 or 600x400 module implicitly refers to the ISO 3394 standard and to one of the standard flat measurements, the 600x400 mm. Therefore, a series of products, usually trays, baskets, drawers, shelves and other accessories are defined as ISO 600x400 and are interchangeable and compatible with each other. Consequently, ISO 600x400 trolleys, cabinets, columns and shelving are designed to accommodate these accessories and to organise the storage, transport and distribution of different materials within the healthcare facility.



## Difficult Airway Intubation Cart

The D.A.I. is a trolley dedicated to emergencies originating from difficulty in controlling the airway: the difficulty to ventilate through a mask and/or to intubate.

Anesthesiologists and assistants must be familiar with the trolley and its contents, which in turn **must respond to precise protocols and algorithms**.

There is a wealth of scientific literature examining the type and quantity of accessories that should be fitted on such a trolley, how many units are needed in each ward or hospital and how often they need to be checked.

FH offers a trolley that is **specially configured** to allow healthcare personnel to find what they need **quickly and effectively**.

The cart features:

- Drawers (at least 5, better if 7), independently closed with a seal
- Cabinet for flexible endoscopes
- Oxygen bottle holder

The trolley is extremely robust, easy to handle and sanitize and highly customizable.



# We and our Customers



## The basics for an effective rescue

A chat with Ivan Pierotti on the topic of rescue opens our eyes to a series of very important aspects that each of us, including children, should know about. There is a virtuous chain of actions that lead to effective rescue.

- The identification of the problem (in case of fire the actions to be taken are very different from those required to help someone involved in a car crash)
- Managing the emotionality of the responder
- The ability to make the call to the emergency services:

1. which number to call
2. pinpoint the location
3. clearly describe the problem

- Know the manoeuvres and techniques for providing assistance
- Manage the people involved ( even just the onlookers ) and make the structure accessible to the rescue (think of a kindergarden, which usually has its doors closed)

Ivan always stresses that it is not necessary to have in-depth medical knowledge: rescue is already effective if **the call is precise, punctual and concise**, if the injured person is secured and if the access routes to the place are open. These good practices can be **taught from an early age**: in Canada the man-

agement of the call for help is taught in primary school. In areas with high seismicity (think Japan or California) not only are buildings and school desks built to higher standards, but exercises are carried out in all environments, for all ages and several times a year.

The **Merano Medical Center** was the first in Italy to launch a series of courses on "Casa Bimbo" microstructures. In these facilities each operator takes care of five **children, from 6 months to 3 years** and the courses involve even the youngest who learn to be picked up to the sound of the alarm and the oldest, who help others to reach the emergency exit in an orderly manner.

And this is just the tip of the iceberg...



*Medical Center Merano is a polyclinic facility that uses several Francehopital products. It is also a multidisciplinary training centre.*

*Ivan Pierotti is the managing director and has many years of experience in critical areas within and outside hospitals, and he is also a trainer in first aid courses for healthcare professionals, private individuals and companies.*



More info:  
[www.medicalcentermerano.it](http://www.medicalcentermerano.it)

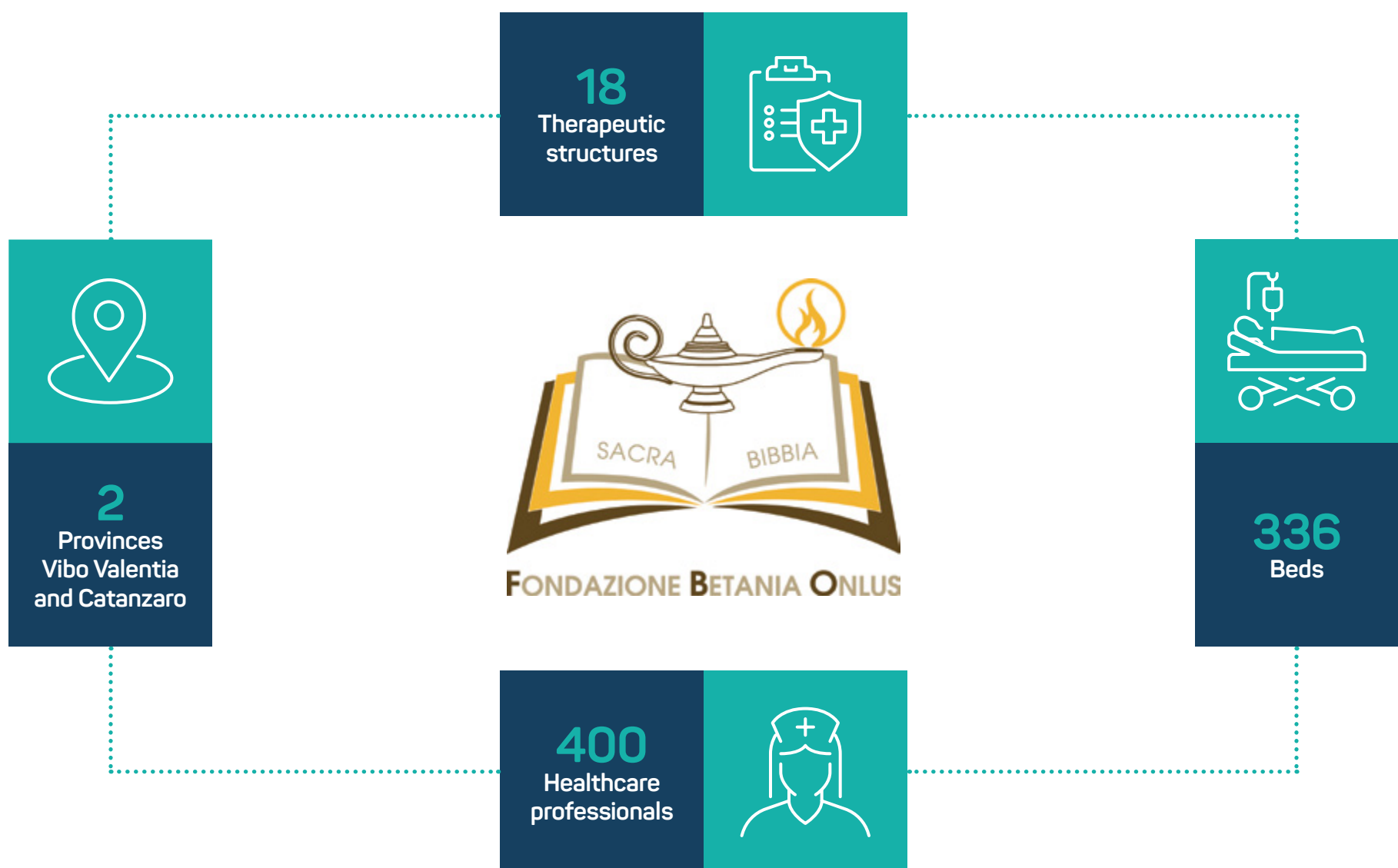


### PRECISO

flexible and versatile line of carts.

Therapy and Medication trolleys with overbridge and laptop shelf





## Fondazione Betania Onlus has carefully chosen FH



As in all human things, even for an Institution such as the Fondazione Betania there is a constant need to modernise and renew its procedures, its technological equipment and its way of delivering services to patients.

Fondazione Betania Onlus, founded in 1944, celebrates in 2019 seventy-five years of its history. Established in Catanzaro thanks to the intuition of three priests, Don Giovanni Apa, Don Giovanni Capellupo and Don Nicola Paparo together with a consecrated woman, Maria Innocenza Macrina, the Foundation represents the oldest institution in the Calabria Region in the social and health sector.

An excellent example of commitment in the effort to promote the affirmation of the dignity of disadvantaged and marginalized people, in a strongly suffering and problematic socio-economic context.

### The project

In 2018 Fondazione Betania highlights

the need to renew the medication distribution trolleys supplied to all modules of its healthcare and social-healthcare therapeutic structure (Nursing homes, Rest homes and residences for elderly and disabled).

### The challenge

- identify the most suitable trolley for our needs
- with a sustainable cost-benefit ratio
- source the funds for a significant investment

### The requirements for the cart

- Compactness: the infirmaries of the various departments are not very large
- Serving the therapeutic need of 20 guests (the modules consist of 20 beds);
- Considering the therapeutic complexity (guests with multiple pathologies)
- Aesthetics: creating discontinuity with the past
- Easy to handle

### Actions taken

- The Purchasing Department launches a market survey in search of suppliers specializing in the subject.
- The Operations Management starts a fundraising campaign, never attempted before.
- The Foundation addresses the main companies of the Region, the pharmacies of the province, involves the relatives of guests and employees.
- The campaign is advertised on the

company's website, advertising the names of all the benefactors.

- The Corriere della Sera newspaper makes a significant contribution by dedicating 5 articles to the "Good News" insert.
- In mid-2018, funds were raised to buy the first 6 trolleys.

### The chosen solution

After screening the various proposals the choice falls on Francehopital. FH has:

- A quality product
- In this regard, there is a nice appendix: Dr. Fulvio Bruno, Director of Operations, was in Bologna for clinical examinations in a well-known hospital; taking advantage of the time available, he asked to see the furnishings of some rooms. On some trolleys he recognized the FH logo and immediately informed his colleagues at the Foundation.
- Availability and flexibility to adapt the standard trolley to the specific needs of the Foundation. This is a far from minor detail: FH promoted a visit by the staff of the Foundation to its showroom to open a discussion with the technicians, to better define the details and to view the models available.

At the beginning of 2019, the purchase of all the planned medication distribution trolleys is completed.

In order to give the right importance to the renovation of Fondazione Betania, the same institution decided to organize

a seminar on October 5, 2018. The event, entitled "The distribution of medications to the elderly or disabled in the facility" was attended by a large number of internal and external operators and was an opportunity to exhibit one of the first trolleys received and to discuss about the critical moment of medication distribution, with various contributing experts. The drug trolleys are now an integral part in the life of the Foundation. All operators recognise the benefits and are proud to be able to show them off during the dispensing phase.

### Next project

It's time to look ahead. The Foundation's needs are many and the most immediate to which we must respond is to equip all our therapeutic facilities with an emergency trolley, to replace the bulky and impractical bag currently used.

*"Also in this circumstance we hope that the constructive communion of intent that has enabled the collaboration between Fondazione Betania Onlus and Francehopital can be repeated: they, as a supplier, have an innovative approach towards customers: it goes far beyond the mere objective of the commercial agreement and reinforces the concept of service into the supplier-customer relationship."*

**Dr. Assunta Mangiardi**  
Director of Purchasing

More info:  
[www.betania.it](http://www.betania.it)



# To be smart and friendly

## Cart Trends 2020

Digital Transformation has been going on for some years now. The integration of digital technology into all areas of a company, including the health-care sector, is changing habits and bringing new values.

Like any transformation, also the digital transformation requires a **cultural change** and poses constant challenges for manufacturing companies.

Not being able to resist the temptation to be an avant-garde in its sector, Francehopital introduces **eWork Cart**: the cart ready to accept computer equipment without losing all the advantages of a therapy, medication, patient files or anesthesia cart.

- Pull-out shelf with push-to-open system for keyboard and mouse
- Medical grade keyboard and mouse
- Back equipped with cable ducts
- Overbridge with adjustable stand for AIO Panel PCs, tablets, laptops and more

You can choose from the wide range of FH trolleys the one that best suits your specific needs and make it into an **eWork Cart**!





## Paediatric graphics

Hospitals are known to be distressing, let alone for a child.

Hospitalisation is an extremely delicate moment, often painful and difficult to deal with.

To facilitate the stay, the atmosphere of paediatric hospitals or wards tries to be as child-friendly as possible and this involves: furniture, beds, walls, equipment, medical and paramedical staff, proposed activities, involvement and reception of parents.

At FH we can only intervene in the structural part and we have been doing so for many years, decorating our products, trolleys, columns and wardrobes with cheerful and colourful graphics:



Some images  
from Meyer hospital:  
[www.meyer.it](http://www.meyer.it)

## Medication administration in a smart closed loop

IPSA's Solutions for drugs and medical devices storage and distribution.

The **Internet of Things** technologies, **IoT**, allow the union between the physical and the digital.

When IoT is applied to the hospital logistics processes the objects used by healthcare operators in the wards and operating rooms become **"intelligent"** and **"communicate"** in an integrated manner with the hospital software, providing data and information useful to the patient safety and to the process improvement.

This is the core idea behind IPSA's Smart Hospital system ([www.ipsa.eu](http://www.ipsa.eu)). It integrates hardware and software, to bring the logics of IoT to hospital operating units, optimizing drugs and medical devices distribution.

In the hospital wards, the system involves the use of smart trolleys, drawers and cabinets to support nurses in their storage and distribution activities, allowing healthcare operators to concentrate on patient care.

for patient safety and process optimization. This results in a reduction in hospital costs thanks to the efficiency of the activities and the optimization of the logistics process that is integrated with the central hospital pharmacy.

The **software** provides functionalities that can grow with the hospital digitalization process starting from the real-time inventory up to the complete traceability of the products' consumption and to the clinical management and logistics of their distribution.

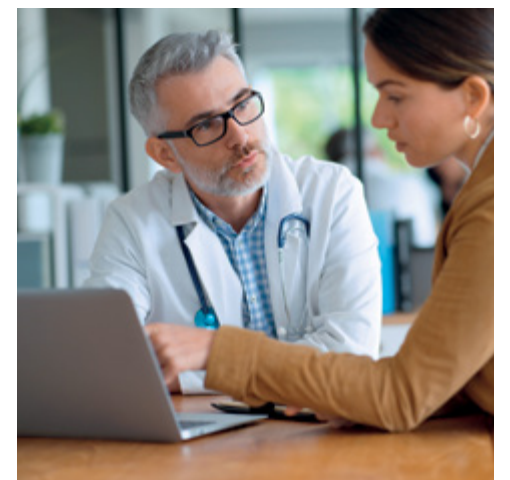
The smart objects are integrated with the hospital information systems for a full governance of the process.



SMARTHOSPITAL

More info:  
[www.ipsa.eu](http://www.ipsa.eu)

Smart objects become smart assistants





# News from FH

## Visit our new Website!

We are pleased to present our new website. Completely new design, **look&feel in line with the new FH image.**

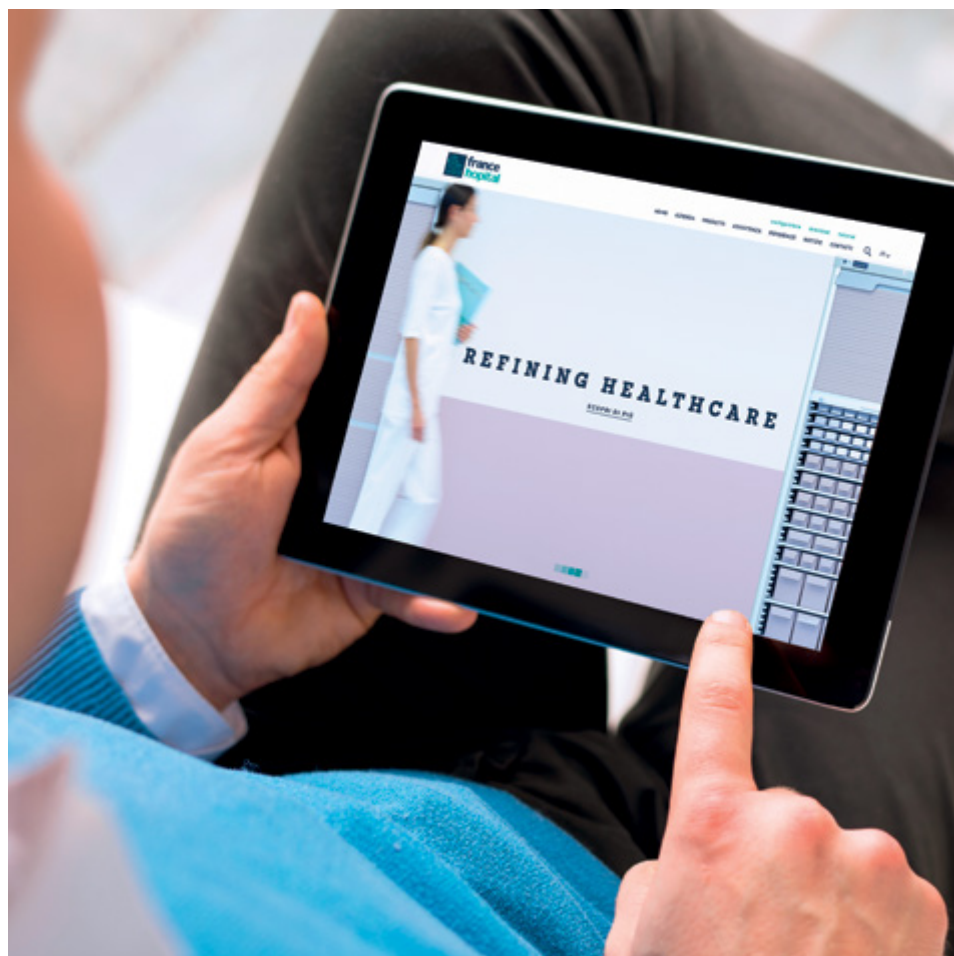
With the new website you can experience the FH world in a new way, discovering previously unknown details, updated and useful information about our company and our business areas.

You can easily navigate from your smartphone, tablet or desktop PC and you can also find us on other platforms such as Facebook, LinkedIn and YouTube.

Enjoy surfing FH!



■ Don't forget to subscribe to our Newsletter  
[www.francehopital.com](http://www.francehopital.com)



## Our goal is to have happy customers!

One of FH's core values is to have satisfied customers. And it is our pride to be able to provide 24/7 telephone assistance but also, where possible, to go on-site for the intervention: we are interested in the customers and their needs and we love to satisfy them.

Our technical department is also available for advice and technical support: you can get in touch with us for spare parts, repairs or even reconditioning our products purchased 10 or 20 years ago.

### ■ Assistance contacts:

T. +39 0473 552650 (business hours)

T. +39 3357618847 (other hours)

E. [technical@francehopital.com](mailto:technical@francehopital.com)

Photo: Servicing at the Universitäts - Klinikum Halle (Saale), Germany



## New catalogue 2020

You can't miss the **new Francehopital 2020 catalogue** with the new look & feel, full of news and ideas...

It's available from January.

■ Send your request to:  
[marketing@francehopital.com](mailto:marketing@francehopital.com)

## Spotlight

Number 2 • 2020

### FRANCEHOPITAL SAS

#### Head Office

Z.I. Ouest 27 Rue Georges Besse  
67151 Erstein

FRANCE

[francehopital@francehopital.fr](mailto:francehopital@francehopital.fr)

### Italian Permanent Establishment

Zona Industriale, 11  
I-39011 Lana - BOLZANO  
ITALY

T. +39 0473 552 611  
[info@francehopital.com](mailto:info@francehopital.com)

### Italian Logistics Centre

Via Antonio Vivaldi, 3  
I-25012 Malpaga di Calvisano - BRESCIA  
ITALY

### Have your say!

#### Write us:

[marketing@francehopital.com](mailto:marketing@francehopital.com)

F O L L O W U S



[francehopital.com](http://francehopital.com)



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