



MEDIA FACT SHEET

West Tennessee Healthcare Launches Centralized Monitoring Unit & eICU

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At-a-Glance

What's New: Launch of a Centralized Monitoring Unit (CMU) powered by Philips eCareManager. **Purpose:** Strengthen patient safety, improve response times, and enhance communication across hospitals. **Next Phase:** eICU virtual command center launching early 2026, expanding real-time telehealth capabilities.

How It Works

24/7 Oversight: Continuous monitoring of vital signs and cardiac rhythms from a central hub. **Real-Time Support:** Telemetry technicians and critical care nurses collaborate with bedside caregivers. **System-Wide Reach:** Secure data transmission from multiple hospitals for continuous patient evaluation.

Why It Matters

Early Detection: Identifies subtle changes before conditions become critical. **Reduced Alarm Fatigue:** Smart filtering minimizes unnecessary alerts. **Improved Outcomes:** Faster responses and better communication for safer patient care.

Quotes to Use

"This innovation represents another important step in our commitment to patient safety and quality care. By combining the expertise of our clinical monitoring team with the technology of eCareManager, we can detect early warning signs and intervene faster—often before a patient's condition becomes critical."

– Teresa Freeman, Chief Nursing Informatics Officer, West Tennessee Healthcare

"The Centralized Monitoring Unit brings together people, process, and technology to create a safer, smarter hospital environment. Partnering with Philips allows us to extend the reach of our clinical teams and deliver a higher level of care for every patient we serve."

– Melissa Walls, Director of Virtual Care & Centralized Monitoring, West Tennessee Healthcare

About West Tennessee Healthcare

West Tennessee Healthcare is a public, not-for-profit system serving 19 counties in West Tennessee and Southeast Missouri. Its mission is to improve the health and well-being of the communities we serve while providing exceptional and compassionate care. Learn more at www.wth.org.

Thank you for joining us today to celebrate this milestone in innovation and patient care.

Your support helps us share West Tennessee Healthcare's story of progress and compassion across our communities.