

Bringing Comfort Home:

How Family House Enhanced Their Guest Experience With WorldVue

Since 1983, Family House has served as a beacon of hope and comfort for patients and their families traveling to Pittsburgh for medical care. This nonprofit organization provides a “home away from home” for those who must travel to the region to access its exceptional medical care. They offer safe, convenient, affordable housing and a network of support, comfort, and compassion. After consolidating operations into a single, modern facility – a six-story, 121-room former hotel – Family House continues to evolve its services to meet the changing needs of families during some of life’s most challenging moments.

As an existing WorldVue customer, Family House recognized an opportunity to enhance their in-room entertainment experience. With families spending extended periods in their rooms between medical appointments, the entertainment platform becomes crucial for providing comfort and normalcy. The organization partnered with WorldVue to upgrade their WorldVue HUB® interface, transforming how guests interact with entertainment and property services.

The Opportunity

Family House had been successfully using WorldVue’s entertainment solutions but knew they could offer more to their guests. The existing interface, while functional, wasn’t fully utilizing the advanced features available through the Entertainment HUB™ platform.

Jeff Milliner, the site’s Manager of Marketing and Communications, initially reached out to WorldVue because they wanted to find out how best to utilize their channels. Family House also recognized several key areas for improvement:

- **Underutilized features** – The property wasn’t fully leveraging important capabilities like messaging and event notifications.
- **Better property communication** – There was a need for clearer, more accessible ways to share important property information, mealtimes, transportation, schedules, and support services.
- **Modern user interface** – Guests deserved an intuitive, contemporary interface that would feel familiar and comforting.
- **Enhanced visual experience** – The standard 720p interface didn’t appear as crisp as it could on modern displays. That wasn’t the quality of experience they wanted to provide for families already dealing with stress.



The Solution

WorldVue's team worked closely with Family House to evaluate their current setup and explore enhancement options. After reviewing both the existing Primary theme and WorldVue's newer Sideswipe theme, Family House chose to upgrade to Sideswipe. This decision was driven by both aesthetic appeal and technical improvements.

The upgraded solution featured:

- **Sideswipe interface theme** – WorldVue's creative team designed this modern, visually appealing user interface to provide intuitive navigation and an enhanced user experience. It offers a fresh look and feel that better reflects contemporary UX/UI standards.
- **1080p high-definition resolution** – Sideswipe offers a significant upgrade from the previous 720p theme, ensuring crystal-clear images and text for a more premium viewing experience.
- **Enhanced messaging capabilities** – The new solution fully utilizes WorldVue HUB's messaging features, enabling Family House to communicate helpful information about schedules, transportation, services, wellness offerings, and other property updates via the in-room interface.
- **Events integration** – With this update, Family House was able to take better advantage of the events functionality. This enables the property to share information about support group meetings, special activities and events, volunteer programs, and other services.
- **A future-ready platform** – The WorldVue HUB solution offers features like Relax and Video on Demand that Family House can access as they continue to expand their guest services.

Implementation

Understanding the sensitive nature of the Family House mission, the WorldVue team prioritized a smooth upgrade that wouldn't interfere with guest stays or daily operations.

The process included consulting with Family House leadership to understand their goals for the enhanced platform. WorldVue's expertise in hospitality technology ensured that the transition from Primary to Sideswipe was executed efficiently, with proper training provided to staff on the new messaging and events capabilities.

The cloud-managed nature of the WorldVue HUB platform meant that the team could implement updates without requiring extensive on-site work, minimizing any potential disruption to guests.



At Family House, the WorldVue HUB has become an invaluable resource for informing our guests about Family House programming and important messages, providing an easy-to-use platform that enhances their stay with us. The recent upgrade to the new interface was seamless. Our team was guided step-by-step by multiple WorldVue representatives, making the process simple to understand. We were able to communicate and customize our WorldVue HUB to fit the needs of the patients and caregivers staying with us. We are grateful for the partnership and the thoughtful features that truly support our mission of creating a 'home away from home' for families in Pittsburgh for medical care.

Jeff Milliner | *Manager of Marketing & Communications*



Results

The upgrade to the Sideswipe theme has delivered immediate visual and functional improvements that enhance the overall guest experience at Family House. The transition represents a significant step forward in how the organization can serve families during extended medical stays.

Key outcomes include:

- **Dramatically improved visual quality** – The upgrade from 720p to 1080p resolution provides guests with a sharp, clear interface that meets modern display standards and feels more professional and welcoming.
- **Enhanced guest communication** – Family House can now effectively use messaging features to keep guests informed about essential services and property information directly through their in-room entertainment system.
- **Expanded service capabilities** – The events functionality improves the organization's ability to promote support groups, volunteer activities, and special programs that help create community and comfort among guests.
- **Platform for future growth** – With access to additional WorldVue HUB features, Family House is well-positioned to continue expanding their digital guest services as their needs evolve.

Conclusion

Family House's upgrade to WorldVue's Sideswipe theme demonstrates how existing customers can unlock additional value from their technology partnerships. By enhancing both the visual quality and the functional capabilities of their in-room entertainment system, Family House continues to improve their guest experience.

For healthcare hospitality providers and other properties serving guests during extended stays, this example illustrates the importance of utilizing modern, high-resolution interfaces and comprehensive messaging capabilities. The partnership between Family House and WorldVue shows how thoughtful technology upgrades can enhance guest comfort while providing practical operational benefits.

As Family House continues its mission of providing a true "home away from home" for families seeking medical care, their enhanced WorldVue HUB platform ensures that even the in-room entertainment experience reflects their commitment to comfort, support, and quality service.

Learn more about WorldVue HUB: <https://www.worldvue.com/hub/>

Learn more about Family House: <https://familyhouse.org/>



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MARKETING@WORLDVUE.COM | WORLDVUE.COM