



# RTLS 2.0

RTLS HEALTHCARE SOLUTIONS GROUP



## Drive Value with Managed Services and Analytics for RTLS

### UNIQUE, COMPREHENSIVE SUPPORT SERVICE REDUCES COSTS, IMPROVES ASSET WORKFLOWS AND ENSURES REGULATORY COMPLIANCE FOR YOUR TEMPERATURE PROGRAM.

#### ENHANCING PATIENT CARE

- In today's era of value-based care, where the focus is on enhancing patient care while maximizing staff efficiency and lowering cost, many healthcare organizations are outsourcing a number of operational tasks. IT-related functions and technology-based services, which require specialized expertise to design, install, deploy, and maintain, are often high on the outsourcing list, since partnering with an outside specialist can be an effective way to access world class capabilities while freeing up internal resources and boosting return on investment (ROI).
- RTLS Healthcare Solutions Group is a leading provider of RTLS Program with many years of experience across multiple RTLS systems in healthcare. RTLS Health understands the growing importance of outsourcing and has developed a unique, comprehensive support service that helps healthcare organizations leverage the latest know-how to achieve clinical, financial and operational goals.

#### FLEXIBLE SUPPORT OFFERINGS

##### Analytics Platform

- In Addition, to the tactical day to day aspect of maintaining the RTLS System, Quarterly Business Reviews are conducted. RTLS Health integrates it's Analytical platform into the RTLS data to find opportunities to improve equipment utilization, reduce shrinkage and optimize rental equipment spend. Working with Hospital Management and the opportunities presented in the data, RTLS Health works with the Hospital team to capture the identified value through our Four Blocker methodology.

##### Proactive Maintenance and Monitoring

- Some Healthcare systems just need help maintaining the RTLS hardware. For those organizations, we offer different levels of on-site and off-site support. This is primarily driven by the number of devices managed and the number of locations those devices are located at.

##### Fully Managed Services

- Many Hospitals are looking for a fully managed service solution, meaning RTLS Health is the software system administration, manages the addition of new asset tags and proactively manages the batteries for those asset tags. For Temperature management, the System Administrator monitors corrective actions to ensure users resolve and close them and ensures your temperature policy is setup and maintained in the software correctly. We manage your NIST certification dates and ensure expiring NIST certified devices are updated with active NIST devices and certificates keeping you in regulatory compliance. In addition the System Administrator, depending on the number of devices managed, you may need full time or part-time flex staff to maintain those devices.
- A common problem arises over time as the original system administrator moves on and the roles get passed to others who didn't receive proper training. This may happen more than once and at some point the temperature policy isn't understood, new temperature tags and alerts aren't setup or maintained correctly and expensive medication is lost or regulatory audits expose issues costing the hospital valuable dollars in fines or lost medication.

## SUPPORT

### Program Management

- Delivers a full-time, onsite System Administrator to manage the software, manage RTLS support tickets, monitors RTLS hardware and deploys RTLS resources proactively as needed for existing hardware maintenance. Provides on demand training to end users. Analytics platform insights delivered in conjunction with client through QBR. ROI measured and tracked. This provides a single owner for the RTLS deployment across the multiple silo-ed departmental users. We typically see a 4x saving opportunity compared to the cost of the Program. Ideal for large installations (5,000+ asset tags, 500 Temperature tags, etc) across multiple locations and multiple use cases. Installation of over 50 new tags requires a separate project quote.

### Tag Maintenance – Flex

- Quarterly visits to maintain RTLS tags. This included battery swaps, and NIST replacements.

### Tag Maintenance On Site

- Full-time resource to maintain RTLS tags. This included battery swaps, adding up-to 50 asset tags per month and 20 Environmental tag installs or NIST replacements. Data Analytics platform and QBR included.

### NIST Certification of RTLS Temperature Tags

- Manage the NIST re-certification process from end to end. Monitor expiration schedule and provide resources on monthly or quarterly basis to swap expired probes or tags with current NIST certified devices and upload new NIST to the RTLS software. Coordinate with Hospital resource to gather and return expired devices and order next periods devices.

## SUSTAINED BENEFITS

- Major cost savings
- World-Class capabilities
- Healthcare-centric expertise
- Optimized performance
- Operational Incites
- Professional Interactions
- Improved Focus

### Tiger Team

- Tiger teams are deployed for one-time projects. We can swap batteries on asset tags, deploy thousand of tags across multiple locations or install temperature tags across the organization and associate the correct temperature policy with in the software and setup alerts according to your organizations policy.
- We can flex the size of the tiger team to meet you deployment time-line. Our Project Manager works with your team to gather the required information and coordinate logistics before the team comes on site. Once everything this is ready, the team comes on site to deliver.

### Deeper Intelligence

- Data analytics are central to the RTLS Healthcare Solutions approach. Regular reports and reviews, reflecting the performance of your workflows and identify operational waste and inefficiency so healthcare organizations can make more intelligent decisions.

### Valueable Expertise

- Building on decades of combined in the delivery or leading RTLS services and analytics, RTLS Healthcare Solutions team know how to drive system value for healthcare organizations. The team ensures high-quality delivery and maintenance of all RTLS systems, and, at the same time, offers a best practices service that has highly experienced professionals collaborate with hospital clinicians and support staff to identify problems and propose practical solutions for process improvement.

### Outcomes-based Approach

- RTLS Healthcare solutions can perform an up-front impact analysis to identify quantifiable goals and process improvement – including desired outcomes – to ensure we can help you achieve your desired goals. We can recommend industry best practices and tailor them to your unique needs.

## Lighter Load and Cohesive Program

- Because RTLS Healthcare Solutions can provide a single point of accountability for support and maintenance of the RTLS system, your staff has a lighter load and can turn their attention to other initiatives. RTLS is typically shared across multiple departments. Because of this it is often difficult to assign a single point of accountability and therefore consistency which is imperative to maintain database integrity, reporting meaningfulness and regulatory compliance. RTLS Healthcare Solutions program management can solve that problem.

## Faster Results

- Monthly status calls and quarterly governance meetings with the RTLS Healthcare Solutions team ensures continuous improvement, while quarterly business reviews use facility specific outcome criteria to measure achievement and generate strategies to optimize ROI.

### THE RTLS HEALTHCARE SOLUTIONS ADVANTAGE

- RTLS Healthcare Solutions combines superior managed RTLS services with an analytics platform that drives proactive workflow improvements, backed by professional services and clinical experience including up front impact analysis, outcomes-based on going managed services to drive significant benefits across the organization.

### THE DIFFERENCE BETWEEN RTLS SUCCESS AND A FAILED INVESTMENT

- Protect the multi-million dollar investment the organization has made in RTLS. As with any technology used by the organization, an investment in proper maintenance and support is required and the difference between realizing the original goals to drive significant benefits across the organization and a failed investment.

## NEXT STEPS

**To learn more about how RTLS Healthcare Solutions can help your organization with its RTLS technology visit: [www.rtlshealth.com](http://www.rtlshealth.com) or call 925-457-6645.**