Asset Tracking and Management Planning Your RTLS Project

At Convergint every successful RTLS project begins with early customer discovery: engaging with you and your teams to understand how RTLS technology can meet your needs, expectations, and outcomes. Helping translate needs into a proper, comprehensive RTLS design that captures the requirements of all hospital stakeholders is what we do well.

It's an axiom in the medical industry that if you are going to have a procedure done, especially a complex one, you should have it done by a physician, team, or a hospital that specializes in the procedure. Simply said, the more someone does something, the better they are at doing it. The same is true with Convergint. Our experience working on complex expansive projects gives insight to scale the project for the long run and help your facility understand what cost of ownership is.

Convergint is dedicated to serving its clients with integrity and offers an unparalleled level of service before AND after the sale. Colleagues have a superior understanding not only of the application but how it best fits a particular use case on a clinical level. The team provides extensive proven project processes that include gathering standardized requirements and detailing project plans to ensure current, and future success. We are there every step of the way.

The right ASSET Management SYSTEM should be...

Accurate —RTLS systems offer visibility that can be customized to room level, bay level, even chair level location accuracy allowing for PAR-level and data-driven management of mobile medical equipment.

Inter-Operable —a system that can be integrated into your organization's existing infrastructure with reliability and security.

Future Proof —designed to help customers create a customized infrastructure that can grow, handle changes to the organization, and supply tools to cover a wide range of use cases.

Strategically The Concept is Simple

'Leveraging a proven platform to stack multiple use cases can reduce the complexity of technology management and enhance return on investment for your hospital or IDN Enterprise. Given stagnating reimbursements, these efficiencies can be critical.

What is Asset Tracking & Management and how does it benefit your healthcare organization?

When seconds count, caregivers can access critical equipment quickly. Enabling and creating work processes that are measurable and repeatable. It speeds up workflows, resulting in better overall patient care and patient satisfaction.

With an asset tracking and management system in place, staff know the exact location and condition on much needed critical resources.

With an RTLS asset management system, tags are placed on mobile medical equipment and software is custom configured for your facility or facilities. Asset tags seamlessly communicate with an RTLS infrastructure providing key data on the exact location and condition of assets in real time. Staff can then access reports on where equipment is and the status of the equipment: available, unavailable, dirty, in use, in repair, or being cleaned.

Installing an RTLS system for your facility can be a large undertaking, but if done well, it can make a significant impact on your facility, from utilization rates to patient satisfaction. As you move closer to finding the right technology solution for your group, we suggest you follow the steps outlined in this guide. And remember, if you have any questions, an experienced integrator, like Convergint, can help you navigate through the process and make sure that you get the right solution installed the right way!

- Right size your equipment
- Maximized utilization on equipment by using key data points
- Reduced costs associated with unnecessary rentals
- Bring cross-departmental visibility to your critical assets
- Reduced interruptions in patient care
- Increased patient satisfaction and improve throughput
- Received accurate, real-time location and status information on any tagged asset
- Stop revenue leakage associated with lost or stolen items
- Received real time notifications when assets go through protected areas
- Supported preventive maintenance and equipment care
- Eliminated time wasted hunting for equipment
- Integrated CMMS to receive real time location information
- Streamlined equipment request workflows with Automated PAR ordering
- Increased availability of equipment
- Created transparency between Supply Chain and Clinical

Recommended Steps for RTLS Review and Implementation

Questioning Why A Change Is Needed

What is the goal for the system? For example, some of the most common goals for Asset Management are:

- Improved ROI by cutting down costs associated to lost and rental equipment
- Enabled staff to find, repair, and update equipment quicky and efficiently
- Reduced time spent hunting for equipment

What outcomes do you expect to see in your facility with the addition of an Asset Management system?

- What is the scope for this project? Who will benefit from this system? Consider departmental implications, (e.g., Biomed, Clinical, Supply Chain)
- Understanding this will help you determine which parts of the facility will need to be covered on how to roll this program out throughout your enterprise.
- Keep in mind that what works for one facility, may not be applicable for another
- You may need different members from different teams if this will be an enterprise solution

Analyze Your Current Workflow

Who is currently involved in the process of managing assets?

- Including those who use, request, delivery, clean, maintain, troubleshoot, or purchase

Where is equipment pulled from when needed?

Where is equipment stored? Is there a centralized location for all equipment?

Where does equipment go after it is used by a patient (dirty)?

How do night shift needs differ from the dayshift needs?

If clinical staff need an item, what are the steps to “order” the item?

- Considered who they call as well as the system they use to communicate the need (i.e., phone, ordering system, etc.)

How long do they typically wait for equipment? Is this process working well for everyone, or does it only work for one group? (i.e., works for supply chain, frustrates clinical staff, etc.)

What reports are generated within current systems? What are those reports used for?

How is Biomed notified when an asset needs to be serviced?

Who manages your assets, including auditing and preventive maintenance tracking?

When one considers their current process for Asset Management:

What is the perception of the current process throughout the facility?

- What is working well?
- What are the shortcomings?

Identifying a Team

Which departments are actively involved with managing assets within the system?

Which staff need to be involved with the new system?

- Pay attention to new departments who were not involved before, or significant shifts in responsibility
- Who will maintain the role of Clinical Admin? System Admin?
- Who is responsible for communicating responsibilities and expectations of the new system?

Who will the vendors training department work with to establish training and a training schedule?

When setting up PAR levels to manage key equipment, clinical perspective is crucial to setting up a system that works into the clinical workflow. To identify the right people, we suggest you consider these things:

What are the key pieces of equipment that cause pain points for delivery/cleaning teams, clinicians, patient care, etc.

Which staff have vested interest in setting up PAR level quantities? Consider the people involved in cleaning, delivering, or relying on equipment for patient care.

Establish a Vision for Future State

Consider the process and roles for on demand ordering:

Who should be involved in the process of ordering and delivering equipment?

What outcomes are staff most interested in seeing with the new ordering system?

Which pieces of equipment are going to be tagged?

Will this be different than the previous workflow?

Are different departments involved with this equipment, i.e., perhaps your wheelchairs are “owned by facilities, but your IV Pumps are owned by BioMed”

Clean and dirty rooms:

Who will need access to clean and soiled equipment?

Will each department have their own stock of clean equipment? Will they also have a place on their unit to store soiled/dirty equipment? Will each department have clean/dirty rooms?

Who benefits from seeing real time location of assets? Will there be dedicated workstations for any of those groups?

Tagging Equipment:

Who will find and tag equipment?

Will tagging assets have an impact on labor needs?

Consider who would be involved in receiving alerts or maintaining troubleshooting topics and reports: Who should receive alerts?

Real time clean/dirty room par-levels notifications

Who will receive information if a tag is missing, or not communicating to the system? Missing tags?

Ultimately, the focus on project definition, detail, transparency, and planning will deliver an RTLS project that is on time, on budget and within scope.

Let us know how we can help.