



Case study: Asset Tracking Management

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As an award-winning healthcare facility, nationally recognized for the highest quality of care, a large Michigan hospital is focused on improving practice efficiencies while optimizing the patient experience. With the assistance of Convergent, the hospital set up an Asset Management program. In addition to providing the solution itself, Convergent also deployed a Program Manager to analyze data, evaluate workflows and define the facility's options for implementation.

As a result, this hospital progressing towards implementing a Periodic Automatic Replenishment (PAR) process throughout the facility, beginning with the Emergency Department with plans for future expansion.

Challenge

From spine care and bariatric surgery to joint replacement and more, this Michigan hospital is one of Michigan's most comprehensive medical centers. Open 24-hours a day, seven days a week, this award-winning hospital has seen significant growth in recent years, and now provides inpatient treatment via nearly 250 private patient rooms to meet medical, surgical, and specialty care needs.

Conversely, the size of the facility has challenged clinical efficiencies. For example, stakeholders at the hospital reached out to Convergent to address asset management concerns, specifically focusing on increasing visibility for IV pumps and critical equipment. Implementing an effective asset management system not only enhances asset availability for staff but also helps hospitals manage their supply chain costs during financially challenging times. By improving visibility, accurate inventory management, and tracking asset lifecycles, hospitals can streamline patient care, optimize procurement decisions, and reduce unnecessary expenses

Mission

Stakeholders at the hospital reached out to Convergent to address these asset management concerns, aiming to increase visibility for IV pumps. They sought specifically to increase visibility for IV pumps and other critical equipment throughout the hospital in order to enhance workplace efficiency and streamline patient care.

Solution

Convergent had worked with this hospital on previous engagements, which ensured familiarity with the hospital's workflows and systems. With that said, the team dug deeper, asking further questions to facilitate the delivery of a 'best solution' for their needs. The staff responded with numerous insights including the need for:

- An intuitive, efficient system for clinicians' use, especially since the organization's previous system was never widely adopted.
- A replacement for legacy technology that didn't work with the computerized maintenance management system (CMMS).
- Alarms at choke points in the facility so assets—including wheelchairs—would trigger an alarm if out of range, and deter theft.



After being made aware of the hospital's pain points related to asset detection, Convergent recommended a real time location system (RTLS) to track and manage their assets with the goal of incorporating their Periodic Automatic Replenishment (PAR) asset inventory into the existing system. RTLS is a location-based technology that enables healthcare organizations to have full visibility of their physical assets. This ultimately makes it easier to maintain appropriate equipment inventories to meet the needs of both patients and clinicians at the broader facility.

The Asset Tracking system specifically addresses the pump issue in that:

- It enables nurses to confidently find pumps in centralized storage.
- It allows Bio-Med to receive real-time updates on pump availability and replenish accordingly so storage remains fully stocked.



Results

Since the RTLS Asset Tracking & Management system went live, staff members are having a much easier time tracking down IV pumps, respirators and other patient care essentials. Previously, clinicians were constantly on the defense, reactively seeking assets when they were misplaced. Now, they're able to operate on offense by proactively knowing where their equipment is located. Hospital staff has confidence that the solution is saving them time and improving efficiency—having experienced it firsthand. This has given nurse managers more ownership of their equipment as well as their work processes.

Next Steps: Expanding the RTLS Tracking System

Eminently satisfied with the results so far, the hospital wants to expand the utilization of the RTLS asset tracking system within their campus and in other healthcare facilities. Convergent is currently working toward making this a reality. With the creation of simplified dashboard views of IV pumps, the hospital's mission control staff will be able to oversee trouble spots for pump shortages and identify areas where pump totals are too high compared with patient data. Disseminating this information will help to decrease clinical time spent looking for pumps.

Additionally, documentation has begun to predict average pump totals on a departmental level. This insight will enable them to take steps towards right-sizing the IV pump stock.

As this health system seeks to broaden the availability of the asset management system, it will build out dashboards that are customized and tailored to individual departments so physicians and surgeons never have to worry about disruptions caused by pump shortages. The dashboards will include automated notifications to ensure a consistent stock of pumps.



Contact Convergent

Efficiency is critical in every healthcare setting. An asset-tracking management system can help your practice be more nimble. For more information, please reach out to us today.

Jodi Mikel - Convergent
RTLS Program Manager
800-968-3135
jodi.mikel@convergent.com

Stacy Shorter - CenTrak
Sr. Director, Marketing Communications
215.514.6504
sshorter@centrak.com

Kurt Richter - Convergent
Senior Account Executive
616-735-4326
Kurt.Richter@convergent.com