

The Excellence Blueprint

Executive Perspective

Sustainable RTLS performance depends on disciplined readiness, precise implementation, rigorous validation, and continuous value realization. Technology is one part of the operating model. Long-term success also requires accountable ownership, repeatable processes, role-based preparation, and consistent use of data to guide decisions.

CORE MESSAGE

People → Process → Technology | Plan → Build → Review

The Blueprint For Excellence



Three Best Practices Leaders Can Sponsor

1. Establish governance and operational ownership

Define roles and workflows before deployment. Use a steering committee for governance and decisions, support departmental ownership while protecting enterprise data standards, plan for scale, and establish ongoing RTLS operational support before installation.

2. Standardize deployment and change management

Create repeatable badge and asset-tag workflows, visible deployment tracking, role-based training, clear support documentation, standardized support processes, consistent communication, and post-deployment feedback.

3. Drive adoption through data

Track infrastructure health, response times, and false alarms. Schedule system health reviews, study utilization and response workflows, use executive dashboards, and maintain cross-functional collaboration for ongoing optimization.

The Excellence Blueprint

Executive Action Agenda

Decisions To Make Early

- Name the executive sponsor, steering committee, and operational owner.
- Define project goals, baseline measures, value metrics, and key decision points.
- Confirm the location service, tags, integrations, interoperability needs, and testing approach for each use case.
- Clarify roles across clinical workflows, Biomed, Security, IT, applications, servers, networks, and firewalls.

Operating Disciplines To Sustain

- Maintain current facility drawings, room inventories, labels, functions, and departmental boundaries.
- Use consistent naming conventions and manageable configuration increments.
- Validate end to end with detailed scripts, adequate time, appropriate participants, and tracked remediation.
- Review system health, utilization, false alarms, response workflows, user feedback, and realized value on a recurring basis.

Cross-Solution Value Lens



Financial

Rental and capital spend, spoilage, liability, overtime, agency expense, penalties, and throughput revenue.



Clinical

Patient satisfaction, medication protection, staff and infant safety, responsiveness, infection reduction, length of stay, and access.



Operational

Staff productivity, fewer interruptions, less manual logging, faster response, call routing, and bed turnaround.



Risk

Asset loss, compliance assurance, violence mitigation, abduction prevention, capacity, and diversion risk.

Measures Of Success

Delivery:

On-time project delivery

Customer:

Customer satisfaction and solution rating

Adoption:

User engagement and role-based readiness

Performance:

Infrastructure health, alert response time, and false alarm rate

Bottom Line

An RTLS implementation is not complete at go-live. Lasting success comes from named ownership, relentless attention to detail, disciplined validation, measurable goals, and an ongoing cycle of review and improvement.