

Where RTLS Creates Value

Adoption is What Turns Investment Into Return

A solution returns nothing on the day it goes live. It returns value on the day it changes how work gets done — and it keeps returning only while that change holds.

RETURN ON ADOPTION
Leading · Visible in 45–60 days



RETURN ON INVESTMENT
Lagging · 2–4 quarters out

Here is where that adoption pays. Every solution returns value in four dimensions.

Solution	Financial	Clinical	Operational	Risk
 Asset Management	↓ Rental & capital spend	↓ Patient care delays	↑ Staff productivity	↓ Asset loss
 Wayfinding	↑ Throughput	↑ Patient satisfaction	↓ Staff interruptions	↓ Late/missed appointments
 Environmental Monitoring	↓ Spoilage costs	Protects medications	↓ Manual logging	Compliance assurance
 Staff Duress	↓ Liability	↑ Staff safety	Faster response	Violence mitigation
 Infant Protection	↑ Community trust	Infant safety	Automated lockdown	Zero abductions
 Hand Hygiene	↓ HAI penalties	↓ Infections	Live tracking	CMS, TJC, Leapfrog
 Nurse Call Automation	↓ Overtime & agency	↑ Response speed	↑ Call routing	CMS & TJC, Response time disputes
 Patient Workflow	↑ Throughput revenue	↓ LOS & wait times	↑ Bed turnaround & capacity	↓ Diversion & boarding

How We Realize Each Value Stream

One method applied four ways. Every number comes from your data – with a named owner and a date.

VALUE STREAM who owns it	DISCOVER what it costs now	BASELINE before go-live	MEASURE 3–6 mo. post	SUSTAIN every QBR
FINANCIAL CFO · Finance <i>"How much will we save?"</i>	Where spend leaks: rental, overtime, capital	Your GL, payroll and rental invoices	Hours returned and \$ captured vs. modeled	Quarterly variance review, finance-owned
CLINICAL CNO · Nursing <i>"Will my staff actually use it?"</i>	Shadow the workflow; name the workarounds	Current-state steps and time at the bedside	Adoption by unit and time returned to care	Unit champions and onboarding refresh
OPERATIONAL COO · Support Services <i>"Did the process really change?"</i>	Map the handoffs, delays and rework	Cycle times pulled from your systems	Turnaround, response and utilization	Standard work owned by each department
RISK Risk · Quality · Compliance <i>"Can we prove it to a surveyor?"</i>	Exposure, near-misses and survey gaps	Incident history and audit findings	Event rate and compliance by unit	Audit-ready evidence, refreshed quarterly

Where CenTrak Clinical Consulting Does the Work

Process Redesign: Workflows mapped and rebuilt before go-live, not after.

Adoption Coaching: Unit champions, super-users and at-the-elbow support.

Reporting Build: Dashboards tied to your baseline, not to a vendor model.

Governance: A named owner per value stream and a QBR cadence that holds.

Key Terms

Return on Adoption (ROA): The share of designed value your teams actually put to work. Visible 45–60 days post go-live.

Baseline: Current-state metrics from your own data. The line every claim is measured against.

Return on Investment (ROI): The return finance books once adoption holds. Lagging, 2–4 quarters out. It follows adoption.

Sustainment: Value re-proven each QBR by a named owner. A reviewed metric is a run rate, not an event.

Proven on one stream, repeatable on the next

Same badges, same network, same governance. The next use case is configuration – not another system.



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