Request Optimization & Workflow Automation

To meet increasing patient volumes as well as higher expectations for the patient experience and satisfaction, healthcare facilities need to identify and eliminate waste, reduce liability and create greater overall efficiencies. Many organizations are struggling to keep up with growth and manage costs effectively due to disparate, disconnected systems causing bottlenecks and employee productivity issues.

Making matters worse, staff are spending too much time looking for clinical devices, such as IV pumps, SCDs, PCAs, feeding pumps and other critical mobile assets. A lack of trust that mobile medical equipment will be available when needed leads to hoarding by clinical staff, missed preventive maintenance and missing or lost equipment. With CenTrak's OnDemandOrder, streamline and optimize requests, equipment distribution and workflow for all departments of hospital operations and support services.

Do you know:

- How many requests are coming in?
- What type, when and from where?
- Are you properly staffed to meet demand?
- What is being delayed and why?
- Are you compliant on PM's?
- Are you maximizing reimbursements?
- Where are available assets?
- Are you losing valuable assets?
- Is equipment being hoarded?
- Are you overbuying equipment?
- Are you meeting your SLAs?
- How responsive are you to your customers?

Benefits:

- Gain Real-Time Situational Awareness & Operational Intelligence
- Connect Operations & Support Services Departments
- Implement an Equipment Loss Prevention Strategy
- Optimize Equipment Distribution to Increase Equipment Availability
- Reduce Request Fulfillment Time
- Increase Preventative Maintenance Completion Rates
- Eliminate Overbuying & Optimize Forecasted Purchase Needs
- Reduce and/or Eliminate Cross-Contamination
- Stay in Compliance
- Increase Patient & Staff Satisfaction

Request- Centralize requests on an easy-to-use portal. Create on-demand and scheduled requests. Requests can be automatically generated from equipment alerts, monitored sensor conditions and other systems including EMRs.

Workflow – Automate business steps and processes with a configurable rules engine. Define and standardize prioritization. Monitor and analyze workflows to ensure key decision makers receive alerts and make timely corrective action.

Track – Automatically assign and dispatch work to an available technician with the appropriate skill level and availability on their mobile device. Track requests with real-time notifications. Monitor PAR levels and equipment utilization. Use Passive and Active RFID technology to accurately track mobile equipment and inventory.
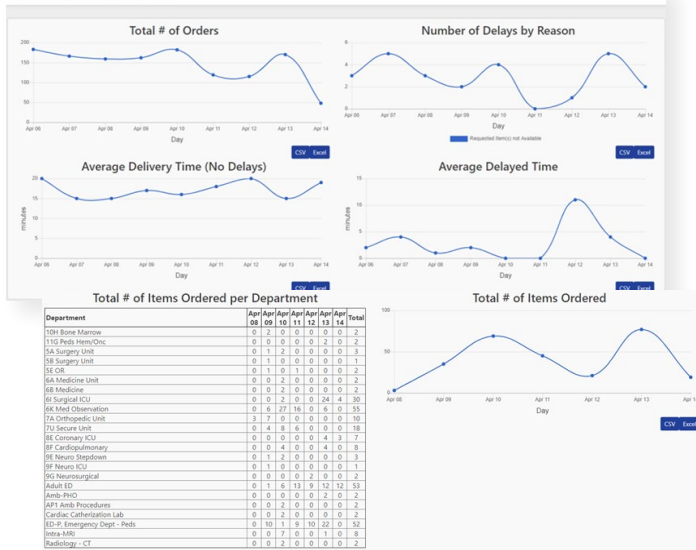
Resolve – Manage exceptions and provide immediate status updates to requesters as technicians complete assignments on mobile devices. Automatically check exceptions against user-defined KPIs and receive notifications when an exception requires immediate attention.

Improve – Use evidence-based data for future planning with historical analysis, demand and forecasting and resource planning tools (e.g., preventative maintenance completion percentage, equipment utilization, patient satisfaction, etc.).

View Live Demo

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