

8 Reasons to Choose a Managed Services Provider to Run Your RTLS Program

Leveraging a managed services provider for a subset of your IT services, such as data warehouse management, email management, or IT security, is not a new thing. Healthcare systems choose to use managed services to increase their operational efficiency, reduce operating costs, and gain peace of mind.

However, when it comes to Real-Time Technologies, the situation is much more complex. Typically, an RTLS solution is a combination of RTLS hardware, RTLS software applications, and integrations to several other healthcare systems, such as nurse call, CMMS, or EHR. In addition, RTLS is not just a technology solution; it is deeply intertwined with many operational processes, and managing it in-house without prior experience can result in RTLS system deterioration, or in the best scenario, missed opportunities to deliver value back to your organization, patients, and staff.

Here are eight main reasons why healthcare organizations might consider using a managed services provider to run their RTLS program:

1. Expertise, Expertise, Expertise

By far, the number one reason healthcare organizations seek a partner to manage their RTLS technologies is for their expertise. By selecting an experienced vendor for managed services, you gain access to professionals with unique and hard to acquire skills. By having RTLS experts looking after your RTLS initiative, you will avoid making the same mistakes others made in the past; mistakes which can cost you a lot from the financial and user adoption perspectives.

2. Fewer Headaches With Staff Acquisition and Retention

There is no doubt that organizations around the world are struggling to fill positions, particularly in the healthcare space, where additional skills are required to meet unique needs. Further, most hospitals haven't enjoyed the level of success and scale with RTLS to really know what skills are required to make a program perform. By allowing an experienced managed services vendor to handle your RTLS program, you can be confident that the right mix of people is hired, with the right skill sets and experience.

3. Cost Predictability

An advantage of having a managed services agreement is that it is based upon a consistent and easy to understand monthly fee. This helps your organization keep costs in line and makes budgeting much easier. Another benefit is the ability to shift cost from a capital budget to an operational budget, which typically can be beneficial in securing funding and accommodating financial flexibility.

4. Around the Clock Support

The nature of Real-Time Technology is that its value comes from real-time availability. If your system shows symptoms of latency, or if your end users experience any difficulties with the system, a managed services provider will proactively work on identifying and correcting the issues before they become larger problems for this mission critical system. 8 to 5 support hours simply do not work for your nurses, biomedical engineers, transporters, and other team members who need to deliver (or support) patient care around the clock; managed services ensure 24/7 support availability, including weekends and holidays.

5. Ability to Focus on Core Competencies

There is not a single healthcare system that has the luxury of having people sitting around looking for things to do. Everyone is busy and resources are tight. To be successful in managing systems, you must be sure that resources, including people, are deployed in the most effective manner. If you put people into positions where they are not able to be successful, it reflects on them, the initiative, and the management of the program. Likewise, if you can deploy the correct mix of resources to the right projects, the opportunity for success increases and management is recognized for making smart decisions. By outsourcing the management of Real-Time Technologies to an experienced partner, not only do you gain expertise to speed time to value and avoid the bumps in the road that can cost you time, money, and frustration, but you are also able to dedicate your in-house experts to initiatives that will leverage their core competencies and further advance your strategic objectives.

6. ROI-Driven

Organizations often acquire an innovative technology but lack the stamina to push it beyond a successful installation or Go Live. Managed services programs offer a comprehensive and proven management approach, which includes working-group meetings, weekly status reports, quarterly business reviews, ROI measurement, and many other activities designed to ensure the continuous success of your RTLS initiative.

7. Access to Best Practices

Even when organizations have the internal resources to properly manage their RTLS programs they often reach a point where they plateau in the value they can deliver. This is largely the result of focusing inwardly on the practical aspects of the project. By leveraging a managed services provider, you will have access to all best practices occurring across the industry.

8. Nurturing Your Investment

Managed services provide the means to keep your RTLS system current and fully operational. An experienced partner will take care of optimizing your software configuration settings, applying fixes and upgrades, updating location maps, and even the tedious task of replacing batteries in tags and badges. All these efforts will ensure your system can flourish 24/7.

These are just some of the reasons why your healthcare organization should consider choosing a managed services provider to run your RTLS program.