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Asset Tracking and Management Solution

Managing rising costs and shortage of clinical resources in the hospital

Hospitals today are faced with many challenges in their drive to provide quality patient care. To improve care they must increase staff and nursing efficiency — despite limited resources and a shortage of trained professionals — while at the same time controlling costs.



The operational efficiency of a hospital and its care performance depend on knowing where people and equipment are and delivering that information to the right people at the right time.

One of the biggest challenges is the need for nurses and other clinical staff to quickly and easily locate critical medical equipment such as IV pumps and ventilators. It is estimated that the inability to easily find equipment results in excessive inventory of Durable Medical Equipment (DME) by up to 25 percent. Consequently, nurses can spend up to 60 minutes of a shift simply looking for equipment instead of caring for patients. Compounding the problem, once the equipment is located it often needs to be repaired, sterilized or calibrated and cannot be used immediately. This puts a significant burden on an already limited staff of caretakers.

Equipment delays can also cause bottlenecks in patient flow, reducing the potential number of admittances to the hospital, resulting in lost revenue opportunities and affecting hospital operating margin.

Communications-enabled asset tracking for hospitals: Avaya Asset Tracking and Management Solution

To address the challenges associated with locating and managing hospital equipment, Avaya has brought two technologies together in a solution designed specifically for healthcare providers — Unified Communications (UC) and Real-Time Location Systems (RTLs).

Unified Communications systems feature integrated IP telephony, instant messaging (IM), audio, video and web conferencing. UC also helps automate business processes for communicating to the right person(s) based on defined event triggers.

Real-Time Location Systems provide information on an asset's location and track and identify the location of these items in real time. These systems use proven technologies such as RFID, allowing users of the system to easily determine the asset's location and status

Avaya's Asset Tracking and Management solution combines these two technologies in a solution that helps healthcare providers save costs on medical equipment, as well as making their clinical staff more efficient.

With Avaya's Asset Tracking and Management Solution, virtually anything in a hospital can be tracked including durable medical equipment, hospital employees, patients and

communication devices such as wireless telephone handsets. The system can even monitor the temperature of critical refrigerated items such as blood units, medication or organs.

Specific benefits of the Avaya Asset Tracking and Management Solution include:

Clinician productivity

- Recover up to 60 minutes per shift by quickly locating equipment
- Always know where other clinicians are with the ability to contact them easily
- Improved mobility with alarms and alerts sent to the clinician's mobile device based on real-time knowledge of their location

Cost savings

- Up to 40 percent reduction in lost and stolen equipment
- Up to 25 percent reduction in medical equipment rental costs
- Up to 10 percent overall reduction in equipment overbuy
- Improved patient flow, increasing revenue for the hospital



Patient care

- Nurses spend less time looking for equipment so they can spend more time with patients
- Care provided to the patient sooner, speeding recovery times
- Improved response to patients through location-aware mobile patient monitoring

Security

- Communications-enabled badge tags allow clinician to easily alert security personnel
- Peace of mind for clinical staff working in sensitive areas since their location is always known, in the event of an emergency
- Reduced equipment theft and assuring everyone and everything is where it should be in the hospital

What does this mean to hospital personnel?

Clinical staff

For nurses and other clinical staff, this means reduced time spent looking for equipment and more time available for patient care. Nurses walk up to five miles on a given shift — knowing where the medical equipment is can drastically reduce unproductive “search” and “wait” times and help reduce stress.

Biomedical team

For Biomedical or Clinical Engineering teams, this means the ability to know exactly where equipment is and whether it needs calibration. Any tagged asset within the hospital can be located in real-time on either a graphical map or tabular list. The

integrated inventory management allows teams to establish lease and maintenance schedules and produce needed reports. And when scheduled maintenance or lease renewals require attention, automatic alerts can be sent via email or text message to a mobile device of choice. This means hospitals can drastically reduce overspending on medical equipment.

Information technology

For the Chief Information Officer and technology staff, this means supporting the hospital's business strategy through technology solutions that enhance efficiency, clinical safety and care coordination. Avaya's Asset Tracking and Management allows the IT staff to leverage the hospital's existing wireless infrastructure to drive productivity, affecting process improvements and improved utilization and security of medical equipment.

Bringing it all together

Avaya Asset Tracking and Management is a comprehensive offer, fully customizable to a hospital's particular needs and environment so that it can leverage existing investments and strategic partnerships. Avaya brings together an ecosystem of innovation and third-party products in a communications-enabled solution that allows innovative hospitals around the world to enhance their clinical business processes with high-return, location-aware applications that manage and track equipment to help reduce the hospitals capital expenditures. The solution also includes Avaya Professional Services to deliver a complete package including the high-performance solution, operational and design consulting, implementation,

operation, knowledge transfer and hands-on operational consulting services to meet specific customer requirements.

Avaya's Healthcare Industry Solutions

Avaya's Asset Tracking and Management Solution is a part of the broader family of Avaya Healthcare Industry Solutions which empower hospitals to take full advantage of their integrated voice and data networks to help make clinicians more productive and workflows more efficient. Healthcare Solutions consist of four categories: Healthcare Mobility, Healthcare Workflow, Healthcare Notification and Patient Contact.

Healthcare Mobility solutions are fundamental technology solutions that give hospital staff greater mobility without compromising accessibility. Avaya Healthcare Mobility solutions include:

- Asset Tracking and Management
- Mobile Device Checkout
- Nurse communications

Healthcare Workflow solutions use integrated communications technologies and leverage Avaya's Healthcare Mobility solutions to accelerate workflows involving human-to-application or human-to-human interaction. When a clinical process uses these accelerated workflows, the end result is

BUSINESS VALUE

Avaya Asset Tracking and Management (based on 400-bed hospital cost model)

- Improved asset management and control — \$600K/annual
- Increased nursing productivity — \$500K/annual
- Streamline patient workflow — 15% to 20%

improved staff productivity and operational efficiency. These solutions include:

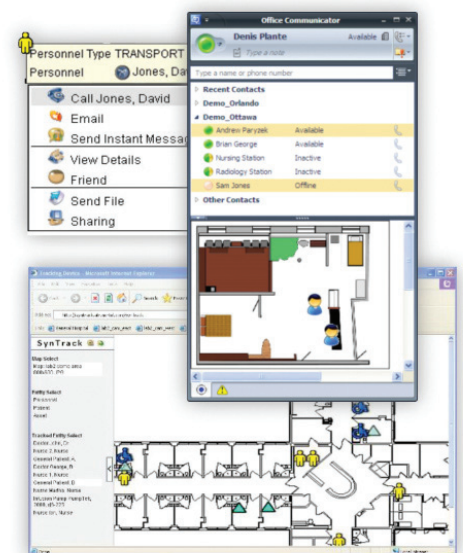
- Patient Discharge
- Patient Admit

Healthcare Notification solutions allow information and instructions to be transmitted in real-time across the organization or to a specific doctor, nurse or other professional. These interactive events notifications improve hospital operations, staff productivity and patient quality of care:

- Nurse-Call Response

Patient Contact solutions provides an interactive patient, clinician and hospital experience. These solutions automate routine processes in an efficient manner to allow improved clinical productivity and expanded patient interaction outside of the hospital.

- Patient Appointment Reminder
- Patient Follow-up



Enhance the RTLS solution through realtime communications enablement.

www.avaya.com/healthcare

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.



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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

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