

STANLEY Healthcare Rollout Support Service

STANLEY Healthcare experts help you make the most of your investment by enabling system adoption during the first year with world-class consulting and services designed to optimize your clinical workflows and help you focus on patient care and safety.

Optimizing Results

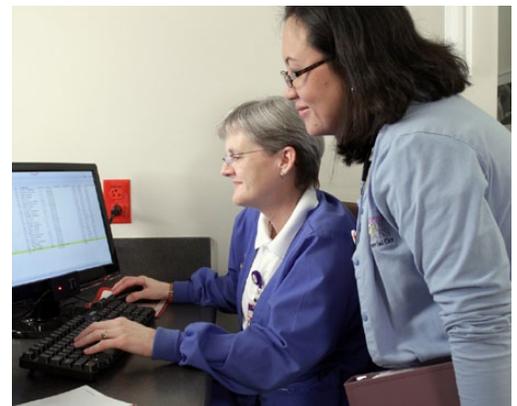
Implementing a new system in a healthcare environment is an ongoing process that takes time, focus, and knowledge. Customers who do not plan ahead for this find their results are not maximized, and their investment not fully utilized. Although rollout support can be performed by an internal team, optimum results are often compromised due to lack of necessary qualifications and best practices as well as an increase in responsibility to an already busy team. The STANLEY Healthcare Rollout Support Service team performs these services on a daily basis in hundreds of hospitals a year. We can help you through your system rollout, too.

Service Offering

Rollout Support Service provides twelve months of customized rollout support and begins immediately after user acceptance of your STANLEY Healthcare Solution is complete. Service engagements over the twelve months are designed to ensure that your users adopt the solution successfully into their workflow and business processes. The engagement will have a defined and agreed-upon set of activities, expected outcomes, and measurable completion criteria to ensure that goals are achieved. A professional STANLEY Healthcare project manager is assigned to work with your designated point-of-contact to proactively identify Rollout Support Service needs and define each engagement.

Suggested Engagements

- Change Management – Observation of system usage to identify challenge areas and opportunities for improvement
- Use Case Optimization – For example, par level procedures or tuning, or preventive maintenance round-up
- Workflow Adjustments and Application Tuning – For example, adjusting hand hygiene wash-in/wash-out intervals
- Appropriate Drills and Exercises – For example, staff duress calls or patient elopement incidents
- Reporting and Results Analysis – Define and automate reporting and apply results to business process modification
- Refresher Training – Training for new or forgotten tasks and development of new skills



Rollout Support Service Benefits

- Excellence in healthcare IT consulting
- Customized Rollout plan based on best practices and your solution
- Effective training to improve retention and end-user adoption
- Extensive experience working with single and multi-facility systems

For more information, contact your STANLEY Healthcare representative or email SHUniversity@sbdinc.com.

What to Expect

Your Rollout Support project manager will be onsite when your new STANLEY Healthcare Solution goes live to get to know your team and understand your objectives. A kickoff meeting date will be scheduled to design a plan for your year of Rollout Support Services. During the kickoff meeting, goals and objectives will be established, the first engagement will be scheduled, and an ongoing communication plan will be defined to provide visibility.

Engagement activities will take various forms, including weekly status meetings, remote and onsite tasks, project reviews, team discussions, monitored exercises, and training sessions.

As you evolve your clinical workflows and business processes during the year, your Rollout Support Plan can be modified to meet the emerging needs of your staff and clinicians.

Our Rollout Support team of seasoned professionals have a history of success with end-to-end implementation and maximizing investment.



About STANLEY Healthcare

STANLEY Healthcare provides over 5,000 acute care hospitals and 12,000 long-term care organizations with enterprise solutions that transform safety, security and operational efficiency. The STANLEY Healthcare solution set enables customers to achieve organizational excellence and superior care in five critical areas: Patient Safety, Security & Protection, Environmental Monitoring, Clinical Operations & Workflow, and Supply Chain & Asset Management. These integrated solutions are complemented by consulting, training, implementation and integration services. STANLEY Healthcare is proud to be part of Stanley Black & Decker, Inc. For more information, visit www.StanleyHealthcare.com.

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