



Nurse Call System Training

Via our Clinical Application Specialist's (C.A.S.) expertise, SIGNET delivers nurse call system training for each Rauland Healthcare Communications solution we integrate.

Providing:

Personalized Clinical Consultation: Needs Assessment

- This involves coordination of workflow needs assessment and personalized clinical consultation with appropriate stakeholders at client facilities.
- The C.A.S. provides assistance with selecting and maximizing the capabilities of a client's new Rauland Healthcare Communications solution.

At the conclusion of the needs assessment, the stakeholders have a comprehensive understanding of their new system's capabilities.

Customized Workflow

- The C.A.S. becomes familiar with a client's nursing unit to provide customized recommendations.
- Workflow customization is then developed to meet the needs of a client's clinical goals and hospital improvement initiatives.
- Enhanced workflow process examples proven effective in comparable clinical environments are provided at this stage.

Clinical knowledge and evidenced-based best practices are leveraged to provide workflow ideas that align with each client's needs.

Technical Programming

- Technical programming is overseen by C.A.S. to ensure decisions made at the needs assessment meeting are correctly programmed into the system.
- Optimal communication between the SIGNET field engineer, project manager and account manager is facilitated by C.A.S. during installation, programming and integration phases.

Overseeing the customization of each system by the C.A.S. guarantees that it will be operating accurately during client training, Go-Live and thereafter.

Customized Training Documents

- Project-customized training documents are created for each client's clinical team members
- In addition to any wireless device designated for integration, hardware and software components of the system are illustrated.

These site-specific educational materials are distributed during training sessions, and act as a reference guide during the transitional period of the new system installation.

Clinical Training

- Training on hardware and devices is performed on the clinical unit making it convenient for staff to attend in-servicing.
- Train-the-trainer modality is recommended for projects that incorporate Rauland Responder Software Suites and specialty integrations.
- Super users, to be pre-appointed by clinical leadership, receive in-depth training to become subject matter experts and relay learned information within the facility as needed.

The C.A.S. works closely with nursing leadership to coordinate training efforts and scheduling to best accommodate clients' schedules.

Go-Live Support

- Additional guidance and support are provided during Go-Live to ensure that all levels of staff have a high operational comfort level.

We strive to guarantee that clinical leadership and staff members are satisfied and comfortable with the functionality of the system.

30-Day Follow-up

- Committed to fostering a partnership with our clients' clinical leaders, our C.A.S. reaches out to clients after 30 days to evaluate the newly implemented workflows and client satisfaction.

Should programming changes be required, our C.A.S. informs the appropriate SIGNET team members to facilitate necessary adjustments.

Our Clinical Application Specialists:

- Are Rauland-factory certified
- Understand workflow for every unit modality
- Inform stakeholders and trainees on best practices
- Provide pre-purchase clinical consultation
- Facilitate the design of custom workflow and integrated solutions
- Provide the clinical stakeholders with crucial training based upon the specified workflow
- Facilitate meetings

C.A.S. Team Contacts:

Pam Cobill 781-962-5688
pam.cobill@signetgroup.net

Pamela Mensah, LPN 781-561-5343
pamela.mensah@signetgroup.net