

Hill-Rom. IT Solutions Clinical Services



Hill-Rom is redefining nurse communications and workflow by delivering a powerful combination of people, process, and integrated technologies to help improve patient safety and enhance caregiver efficiency. Hill-Rom. IT Solutions' clinical services are:

- Designed to use clinical education to enhance the value of your investment
- Tailored to address training for all stages of the product cycle from design to adoption
- Built around your specific workflow, the technology being deployed, your staff's needs, and your training budget
- Delivered by a clinical team that works collaboratively with your clinical leadership to design the education plan that meets your goals and objectives

Hill-Rom. Clinical Workflow and Application Training Team

- Extensive experience as registered nurses in areas including critical care, emergency medicine, operating room, PACU and medical/surgical nursing
- Effective, hands-on training for all of the Hill-Rom IT Solutions products and services in a healthcare setting
- Over 5000 training sessions completed and more than 10 years of training services offered by Hill-Rom

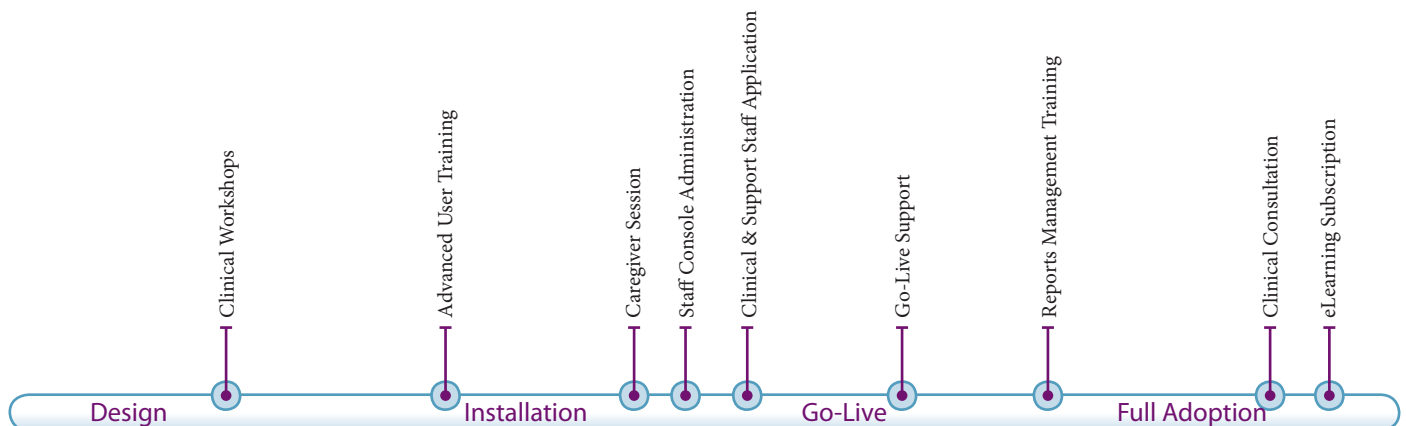
Hill-Rom IT Solutions offers a complete suite of professional services to support your facility from design to installation to ongoing training and support.

Our team includes:

- **Application Trainers**
- **Clinical Workflow Specialists**
- **Integration Engineers**
- **Network Engineers**
- **Project/Program Managers**
- **Technical Trainers**
- **Wireless Engineers**

...who work together to enable a seamless experience for our customers.

When would you benefit most from each clinical service?



Hill-Rom.

Clinical Workshops

- A consultative approach with nursing management, risk management and quality management to help clinical decision makers establish best practices and new standards during the initial implementation of a nurse call solution
- Customers receive a customized, pre-implementation training plan designed to maximize NaviCare® Nurse Call adoption and benefits and address your specific needs
- A two-part workshop consists of unit observation and interviews, identification of clinical goals and challenges, and patient care workflow and call flow analysis to determine the most effective utilization of the customer's technology

Clinical Follow-up Consultation

- Identify opportunities to optimize the integration of your clinical workflow and Nurse Call technology to enhance your patient outcomes
- This two-part workshop consists of an initial post Go-Live session with key stakeholders to review staff adoption, barrier identification, and clinical goals that integrate with the technology and configuration options
- Delivers best practice recommendations for ongoing staff education on the system, including new and refresh training and a continuous improvement process for nursing communication

Advanced User Training

- Super-user 1.5-day course designed for up to 8 hospital staff members
- Designed to provide clinical educators and preceptors with the knowledge and information necessary in preparation for their training of hospital personnel on the functions and capabilities of the NaviCare Nurse Call solution
- Continuous, self-sustaining training program to plan for future growth and ongoing support of new hires within your facility

Clinical Application Training

- On-site clinical training offers a tailored combination of four educational sessions, allowing up to 4 to 8 staff members, to receive training relevant to their specific job functions
- Focuses on role-based discussions around real-life nurse call scenarios to enable a full understanding of NaviCare Nurse Call to maximize day-to-day usage and adoption across your organization

Caregiver Session

- Focuses on Nurse Call features and functions including call types, tones, dome lights, audio stations, and call devices/switches within the patient room
- Additional training on functionality of staff locations and overview of answering calls at the staff console is provided

Support Staff Application Training

- Provides role specific training for medical staff and facilities support staff including transport, housekeeping, and medical specialty dept who may float throughout the units
- Role specific training will focus on the aspects of the Nurse Call system relevant to each staff role

Staff Console Administration Training

- Discuss feature functionality of the staff console such as placing calls to patient and staff stations, locating staff, and calling staff
- Training on the administrative aspects of the Nurse Call System for the entry and management of staff and patient data, staff and patient assignments, and other day to day administrative options

Reports Management Training

- Teaches participants how to generate real-time reports, interpret data within reports, and use reporting tools to measure outcomes and create workflow improvements

Go-Live Support

- Support session offering assistance during the Go-Live transition, while hospital personnel continue to deliver effective patient care during technology adoption
- An on-site application expert is available to answer questions quickly, provide troubleshooting, and a liaison to technical support for fast resolution of issues to increase caregiver efficiency and provide coaching to ensure success

eLearning Subscription

- Modular eLearning tool provides your staff unlimited access to the key Nurse Call training sessions and ensure existing users retain system knowledge
- Foundation level training will provide new users with core features and functions of the Nurse Call System and quickly and effectively provide unit specific feature/function training
- Competency testing provided at the end of each module to identify users who need additional training

Hill-Rom's suite of professional services complements our entire spectrum of product offerings with

- **Clinical Training**
- **Design Services**
- **Installation Services**
- **Project/Program Management**
- **Product Support**
- **System Integration**
- **Technical Training**
- **Wireless Services**

...throughout the lifetime of your solution. We pride ourselves on top-tier customer service and, when you choose Hill-Rom IT Solutions, you choose a true integrator for the CNO.

Hill-Rom reserves the right to make changes without notice in design, specifications and models. The only warranty Hill-Rom makes is the express written warranty extended on the sale or rental of its products.

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Enhancing Outcomes for Patients and Their Caregivers.™

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