Rethink patient flow for a better care experience

Enormous growth in the Baby Boomer and Millennial populations is escalating demand for patient access. Patients are flocking to ambulatory clinics for care—in fact, researchers predict that outpatient visits will reach 2.2 billion by 2024, which is more than double the rest of the healthcare system combined. Are you prepared to respond to increasing patient volumes?

Thankfully, there is a way to embrace this change—with technology. By leveraging technology to measure operational data, you can set benchmarks and goals to increase patient throughput and design a better patient-caregiver experience.
Inefficiency may be preventing your clinic from improving patient care

To successfully respond to increasing patient volumes, your clinic needs to operate like a well-oiled machine. However, the majority of outpatient clinics today are plagued by inefficiencies, known and unknown. How many of these problems have you experienced in your health system?

**LONG PATIENT WAIT TIMES**
Your patients wait too long for care, resulting in frustration and low patient satisfaction scores.

**TOO MANY PATIENTS, TOO LITTLE TIME**
Patients have to wait weeks, even months for appointments, and your staff operates in a continuous state of chaos.

**DECISION-MAKING WITHOUT DATA**
Lack of data about operations makes it difficult to make informed decisions to improve clinical workflow.

**STAFF BURNOUT AND HIGH TURNOVER**
Staff are constantly juggling several administrative tasks, like excessive, manual EMR data entry, figuring out which rooms are ready for the next patient and searching for colleagues and equipment. They’re exhausted and burned out.

Now, imagine an ideal day at your clinic, where each patient efficiently receives the care they need and staff feel empowered, fulfilled and energized by their work:

**REDUCED PATIENT WAIT TIMES**
Patients move efficiently through their visits with minimal time spent waiting.

**INCREASED PATIENT THROUGHPUT + CAPACITY**
Clinic managers can utilize clinical space effectively and add additional patients or providers to the practice.

**PRODUCTIVE, ENERGIZED STAFF**
Staff are organized and always aware of their colleagues’ and patients’ whereabouts, making care coordination and communication easy.

**AUTOMATIC, EFFORTLESS DATA COLLECTION**
Accurate, insightful data collection takes place in the background throughout the workday to fuel process improvement efforts.

The effects of inefficient workflow

<table>
<thead>
<tr>
<th>Typical exam room utilization</th>
<th>Time patients spend waiting</th>
<th>Time physicians spend with patients</th>
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<tbody>
<tr>
<td>33%</td>
<td>60%</td>
<td>27%</td>
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</table>
Impact workflow across your entire clinic

What if you could have a bird’s-eye view of colleagues, patients and equipment in your practice in real time? With RTLS, you can. Using badges (worn by people), tags (affixed to equipment), sensors (placed in the ceiling throughout the facility), as well as sophisticated software, Midmark RTLS gathers location data and turns it into actionable insights to improve workflow and the delivery of care.

Midmark RTLS customers gain measurable improvements:³

- 34% decrease in patient wait times
- 35% increase in patient flow
- 24 MINUTES reduction in average patient visit time

FOR ONE CUSTOMER, IMPLEMENTING MIDMARK RTLS RESULTED IN A 67% INCREASE IN EXAM ROOM UTILIZATION.

| Industry average exam room utilization | 33% |
| Exam room utilization before RTLS | 30% |
| Exam room utilization after RTLS | 50% |

LOCATE EQUIPMENT AT A GLANCE
Find carts, ECG machines and other mobile equipment you use every day—quickly and efficiently.

REDUCE WAIT TIME FOR PATIENT SATISFACTION
See patient status in real time to provide a prompt patient experience or eliminate the waiting room with self-rooming.

MAXIMIZE CAPACITY AND SEE MORE PATIENTS
Know the status of each room and its usage patterns to help provide care to more patients.

IMPROVE WORKFLOW
Collect operational data in the background to make data-driven process improvements for workflow efficiency.
Clinical operations, as never seen before

Midmark RTLS offers entry-level locating for patients, staff and equipment, with an easy upgrade path to automate workflow and collect valuable data to fuel your process improvement efforts.

ENHANCE COMMUNICATION IN YOUR CLINIC.
Midmark RTLS Enterprise View™ allows you to quickly find patients, staff and equipment on a digital blueprint displayed on computer monitors and Glance-and-Go™ boards. This facilitates better communication to:

- Optimize room turnover
- Improve patient flow
- Increase resource utilization
- Create self-rooming workflows

HELP PROVIDERS FOCUS ON THE PATIENT.
By simply pressing the button on their Midmark RTLS badge, providers can request support in the exam room without leaving the patient.

KEEP PATIENT VISITS MOVING SMOOTHLY.
Provide timely care to your patients and help your staff increase productivity with Enterprise View List, an automatically updated electronic whiteboard.

FUEL PROCESS IMPROVEMENT WITH DATA.
Every moment is an opportunity to collect operational data for process improvement. Our reports are packed with insight on patient throughput, provider productivity, resource utilization and other key performance indicators (KPIs) for an accurate snapshot of current operations.
“We’re empowering staff to manage and distribute resources more effectively. Analyzing RTLS data for continuous improvement aids our efforts to improve the experience for both patients and caregivers.”

Rodney Haas
Vice President of Operational Excellence
University of Minnesota Health Clinics and Surgery Center
Outpatient Clinic Workflow Solutions

Patient Flow Optimization to fit your clinic’s goals

We offer a smart approach to RTLS automation with three progressively sophisticated levels of our Patient Flow Optimization solution.

**LEVEL ONE: BASE**
Get started with Base Patient Flow Optimization—simple visibility to the real-time location of patients, staff and assets with the sensory network you need for more complex workflows. Without the complexity of workflow rules and alerts, it’s quick to implement and easy for staff to learn.

**LEVEL TWO: EXPRESS**
Take RTLS to the next level and optimize operations. Express offers a fixed, non-configurable set of basic workflow rules and key performance indicators that standardize across multiple clinics. A great choice for Primary Care and Urgent Care Clinics.

**LEVEL THREE: ADVANCED**
If you are an Oncology Clinic, Eye Care Clinic or multi-specialty clinic, our Advanced solution is right for you. Clinics that use our Express solution can also upgrade to Advanced. We’ll work with you to develop unique performance metrics and rule sets to achieve your specific goals.

### HOW WE APPROACH WORKFLOW OPTIMIZATION
When looking at the many ways RTLS can be implemented, it can be hard to know where to start. We’ve developed this three-level approach to help your health system and staff adapt to RTLS and reap its benefits at varying levels of complexity.

New customers should start with our Base or Express solutions to become familiar with the technology before developing custom workflows with the Advanced solution. Your investment is applied forward as you upgrade, making your RTLS journey easy and predictable for budgeting.

### FEATURES

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<th>Level Three: Advanced</th>
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<tr>
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<tr>
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<td>Additional Views</td>
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<td>Most Popular</td>
<td></td>
<td>Full-Featured</td>
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### A DIGITAL BLUEPRINT WITH REAL-TIME VISIBILITY.
Searching for colleagues or patients decreases productivity, increases patient wait times and is generally a waste of time. On the Enterprise View Floorplan, you can see at a glance where people are in your clinic, saving time and boosting efficiency.

### A DIGITAL WHITEBOARD FOR BETTER COMMUNICATION.
Sort location data and other information in easy-to-use List Views for both Patients and Staff.

- Current patient/colleague location
- Length of time patients/colleagues have been in a location
- Notes field for communication on patient/staff status

### Patient Flow Optimization

Start with our Base solution for real-time visibility into patient, staff and asset locations, allowing your team to improve communication and quality of care.

**“It turns out that, just by turning the screens on, we saw a significant decrease in wait time for patients at every step of the process.”**

Dr. Craig Bunnell, M.D.
Chief Medical Officer, Dana-Farber Cancer Institute
Boston, Massachusetts

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Level Two: Express Patient Flow Optimization

Implement our Express solution to quickly gain the benefits of RTLS automation with our most popular workflow rules and KPIs for Primary Care Clinics.

MULTIPLE VIEWS INTO YOUR CLINIC.
Real-time data in multiple formats to enhance communication.

- Registration/Waiting Room View
- Patient-Centric View
- Room-Centric View
- Staff View
- Floorplan Views

OPERATIONAL INTELLIGENCE.
Receive real-time cues to keep patient flow progressing.

- Patient experience timers for time alone and overall length of stay
- Visual management of room status and patient wait times on floorplan
- Presence/Footprint icons (Who has seen the patient? Who has not seen them yet?)
- Provider support alerts

INFORMATIVE REPORTS.
Over 20 of our most popular reports, including:

- Patient Visit Detail
- Workflow Averages
- Location Utilization and Status Analysis
- Degree of Exposure

Level Three: Advanced Patient Flow Optimization

For multiple workflows and custom rule sets, our Advanced solution offers flexibility to work with your clinic’s specific needs.

GO CUSTOM WITH OUR ADVANCED SOLUTION.
Build on the Express workflow and tailor RTLS for your facility’s needs with our Advanced solution, which includes customized workflow design, configurable alerts, additional room status options and full-featured reporting.

Our Advanced solution can be used to:

- Track additional processes (e.g., labs, infusion)
- Configure custom alerting options based on patient and staff workflow
- Document the presence of multiple staff types (e.g., dietitians, fellows, interns, counselors)
- Create additional room status metrics for more visibility into utilization

Additional products to consider

BI-DIRECTIONAL EMR INTEGRATIONS
Midmark RTLS integrates with virtually all electronic medical records (EMR) systems, including Epic® and Cerner®. A bi-directional RTLS-EMR integration facilitates the flow of automatically collected data from the RTLS to the EMR, reducing manual data entry.

PATIENT ENGAGEMENT INTEGRATIONS
It’s all about the patient experience. Midmark RTLS automates patient engagement systems like GetWellNetwork®, Cerner CareAware®, eVideon™ and pCare™, providing accurate location data and creating a comprehensive, positive care experience for the patient.

CONSULTING SERVICES
Using data, insight, experience and technology, the Midmark consulting team helps you rethink and refine how patients access and move through your health system for improved patient care. Our consultants can help you leverage data collected via Midmark RTLS to make valuable process improvements.

midmark.com/integrations
midmark.com/integrations
midmark.com/consulting
Wired and wireless network options for precision locating

What type of sensory network is best for you? Midmark RTLS provides two options, both with the level of accuracy needed for optimizing patient flow.

**WIRED SENSORY NETWORK**
Highly precise, discreet infrared and radio frequency sensors. Once installed, little to no maintenance is required.

- Compact form factor
- Lowest total cost of ownership of any RTLS on the market
- Our most widely deployed network, in its fifth generation
- Easily achieves room-, bed- and chair-level accuracy

**WIRELESS SENSORY NETWORK**
Same locating precision in an easy-to-install, battery-powered sensory network. No wiring necessary.

- Transmits location data without burdening Wi-Fi network
- Battery-operated sensors (uses three standard D Cell batteries; 2-3 year battery life)
- Easy sensor installation with no wiring required
- Easily achieves room-, bed- and chair-level accuracy

Placed strategically throughout the facility, discreet wired or wireless sensors receive badge and tag location data and send it to the software.

**Badges that are simple, yet powerful by design**
Designed to keep pace with healthcare’s demands, our RTLS badges combine versatility and durability with accurate locating.

**CLEARVIEW™**
Classic simplicity and reliability combined with long-lasting battery life.

- Compact form factor (1.65”W x 0.55”D x 2.44”H)
- Lightweight (1.06 oz with battery)
- IR wavelength of 875 nm, 455 kHz; RF frequency of 433.92 MHz
- Superior battery life (up to 2 years when following recommended best practices)
- Uses Murata® CR2477 lithium coin cell battery
- Available colors: white, blue, green, red, yellow

**CLEARVIEW™ MINI**
One badge. Multiple wearable options.

- Compact form factor (1.937”W x 0.61”D x 1.227”H)
- Lightweight (0.6 oz with battery)
- IR wavelength of 875 nm, 455 kHz; RF frequency of 433.92 MHz
- Battery life: 90 days
- Uses Murata® CR2430 lithium coin cell battery
- Silicone accessories available in white, charcoal gray, pink or blue

4 wearable options
- On the lapel using included clothing clip
- On the wrist using hospital wristband (3/4” or less; not included)
- On the lapel using silicone accessory (sold separately)
- On the wrist using silicone wrist accessory (sold separately)
What you get with Midmark

PMP-CERTIFIED, EXPERT PROJECT MANAGEMENT TEAM
Our highly knowledgeable and experienced implementation team uses a documented and proven methodology for deploying Midmark RTLS in the clinical environment. We’ll work with you on every step of the implementation process to ensure that it is successful and exceeds your goals.

COMPREHENSIVE EDUCATION, BOTH ONSITE + OFFSITE
An experienced nurse educator from our Clinical Solutions Consulting team will conduct onsite training for super users on best practices for wearing badges, using software and running reports. For our Advanced Patient Flow Optimization customers, we also provide a three-day System Analyst class at our Education Center in Michigan that enables your team to learn how to customize the system.

EXTENSIVE, TIME-TESTED WORKFLOW EXPERTISE
As the first RTLS to offer a patient flow solution in the outpatient environment, we’ve been helping clinics improve operations for more than a decade. Our solution powered the very first clinic to implement a self-rooming workflow, an innovation that is revolutionizing the way patients receive care. Midmark RTLS provides the proven expertise your clinic needs to effect positive change using accurate, reliable technology.

SOURCES
1 Sg2 Hospital + Healthcare Consultancy.
2 Acceptable industry average, multiple sources.
5 Midmark RTLS customer data, multiple sources.