



# ON THE ROAD TO ROI: A GUIDE TO IMPLEMENTING YOUR COGNOSOS RTLS





**AT COGNOSOS**, we talk a lot about how our real-time location system (RTLS) offers high-confidence, room-level accuracy with a less expensive, less invasive installation process than other platforms on the market. But what does that mean in practice?

In this guide, we'll pull back the curtain on the entire Cognosos implementation process, from the moment your hospital signs on, to the moment we flip the switch and your RTLS goes live. We'll also detail how, after your platform launches, Cognosos remains a trusted partner who's dedicated to helping your hospital get the most out of your RTLS—especially a maximum return on your investment.

**LET'S GET STARTED.**

## WHAT TO EXPECT IN THE COGNOSOS RTLS PRE-IMPLEMENTATION PROCESS

Although some needs and challenges are universal, no two hospitals are the same. The Cognosos pre-implementation process allows our team to develop a customized system fit based on your hospital's unique requirements and regulations. The pre-implementation stage is a consultative period that generally lasts six to eight weeks.

To get started the Cognosos team will ask three critical questions.

### 1. What business problem are you trying to solve with an RTLS?

Common challenges include:

- A recent **Joint Commission violation** because you weren't able to reach the required number of items during the mandated preventive maintenance cycle last year.
- A desire to **accurately right-size your mobile equipment fleet** to achieve cost savings.
- A need to **understand and improve your hospital's equipment utilization rate**, enabling data-driven decision-making about future equipment purchases and providing continuous access to critical equipment for your clinical staff.
- An interest in **reducing the amount of mobile equipment lost** to trash, laundry, or accidental theft—estimated to **cost hospitals up to \$4,000 per bed**, per year.
- A way to optimize your workforce and save money during **staffing challenges, supply chain crunches**, and economic recessions.

### 2. What outcomes do you want to achieve based on those business problems?

Some hospitals may have key performance indicators already in mind but only anecdotal evidence to measure them. Others may not even know where to begin with measurement. Here are a few ideas:

- What **percentage of your mobile equipment fleet did you reach** during your last preventive maintenance cycle? And how long did it take?
- What percentage of the major classes of mobile equipment are **in use at your hospital** at any given time? And over time?
- How often are your storage rooms staying **within—or outside of—appropriate PAR levels**?

### DID YOU KNOW?

EVERY YEAR, HOSPITALS OVERSPEND MILLIONS OF DOLLARS ON MEDICAL ASSETS THEY DON'T USE.

Source: GE Healthcare

### 3. Which stakeholders and staff do we need to engage in the implementation process?

These individuals will become your in-house RTLS steering committee. Their involvement will prepare them for the changes that RTLS will bring to their teams and workflows and give them a chance to weigh in on pressing needs that RTLS technology may help solve. Members of this committee often represent:

- **IT and informatics**, who can provide insights on current IT workflows, typical staff needs, existing infrastructure, and how best to integrate with that infrastructure.
- **Nursing and biomed**, who can provide insights on how the hospital currently manages its mobile equipment fleet, including common bottlenecks and pain points.
- **Special departments**, such as anesthesia and surgery, who can speak to unique RTLS-relevant needs.

During the pre-implementation stage, the Cognosos team will conduct an **initial site walkthrough** at your facility. The focus of this walkthrough will be to identify all areas in the scope of the project, including key points of egress, IT support areas, and potential challenge areas to determine the technical requirements of the project. This also allows our experts to understand the unique landscape of your hospital and put into context the information gleaned from our conversations with your RTLS steering committee.

With this information in hand, we will create a detailed implementation plan for Cognosos RTLS.

#### DID YOU KNOW?

THE AVERAGE U.S. HOSPITAL HAS A 42% EQUIPMENT UTILIZATION RATE.

Source: GE Healthcare

#### THE BENEFITS OF COGNOSOS RTLS TECHNOLOGY

- Our RTLS requires a far less intrusive—and less expensive—installation than other RTLS platforms on the market.
- Most of our lightweight equipment can be installed in public areas, which means you won't lose revenue due to disruptions in your clinical operations.
- Because Cognosos operates on its own network, we won't need to take up your IT team's valuable time to connect to yours.

## THE 6 ESSENTIAL COMPONENTS OF COGNOSOS RTLS

Before jumping into the steps we take during the implementation process, it's worth reviewing the components involved in the Cognosos RTLS and what they do:



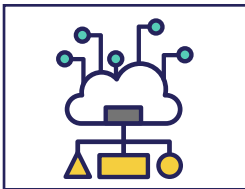
**BEACONS** are affixed to the ceiling and placed infrequently throughout the hospital. These “ping” out signals to the tags on pieces of mobile equipment.



**TAGS** affixed to pieces of mobile equipment sense their movement around the hospital and pass that raw data to an internet-enabled gateway.



**GATEWAYS** are installed in existing IT closets (or similar locations), and each cover about 100,000 square feet. They receive data from the tags and send them over Cognosos' secure network to our location engine, LocationAI™.



**LOCATIONAI** is Cognosos' **artificial intelligence-powered location engine** that uses machine learning algorithms to determine mobile equipment's precise location based on raw data the gateway sends.



**EXIT MONITORS** are placed at egress points like exits and loading docks to trigger alerts when tagged mobile equipment leaves the facility in the trash or laundry. The alerts allow recovery of assets, understand patterns of loss, and make changes to workflow and policies.



The **COGNOSOS SAAS CLOUD-BASED PLATFORM** allows users to subscribe to the application online with no downloads or installation required. As new features are developed, they're automatically deployed by Cognosos to the platform and its associated iOS and Android applications.

## THE 4 PHASES OF RTLS IMPLEMENTATION

Our Cognosos team will install this infrastructure, optimize the system, and train your staff to use it over an eight- to 10-week period that's divided into four phases:

### PHASE 1

**1. INSTALLATION OF HARDWARE**, including beacons, gateways, and exit monitors. This accounts for about 75 percent of the entire Cognosos installation process. Because none of this hardware requires our team to enter patient-care areas, your clinical operations will not be affected.

### PHASE 2

#### 2. AI AND TAGGING

**AI TRAINING:** Through a process called radio mapping, the Cognosos team will walk through the hospital with a handheld device that gathers your hospital's spatial data—the building blocks of LocationAI's reference network. This is the only time our team will need to be in patient care areas, and they will only require two to three minutes in each room.

**TAGGING:** The team will work with your hospital's RTLS steering committee to select **which asset classes should be the first to be tagged**. This group will also determine how the equipment is classified in the RTLS.

### PHASE 3

#### 3. SYSTEM OPTIMIZATION AND TRAINING

**SYSTEM OPTIMIZATION:** This quality control stage tests the map created during system training. Our team will ensure that all defined locations are accurate in LocationAI and the tagged equipment is populating correctly in the end-user portal.

**TRAIN THE TRAINER:** The Cognosos team will teach your clinical educators, nurse managers, and **RTLS system administrators** how to work with the end-user portal and troubleshoot problems. These leaders will then be responsible for training any clinical or technical staff you assign to the RTLS in the future.

### PHASE 4

**4. TESTING AND WALK-THROUGH;** In the fourth phase, the Cognosos team will conduct final testing and provide a final walk-through of the system with your RTLS steering committee. **Once completed, your Cognosos RTLS goes live!**

## BEST PRACTICES FOR YOUR COGNOSOS RTLS

Throughout the implementation stage, the Cognosos team will draw on its deep expertise to help set you on the fastest path possible to a return on your RTLS investment. They'll share best practices learned from their more than two decades of experience in this field, including:

- Creating workflow zones that support your use cases.
- Using PAR levels to better manage existing hallways and alcoves that currently house equipment.
- Effectively using exit monitors to identify potential locations of equipment loss or theft and set up alerts.
- Developing relevant naming conventions that are easy to identify and use for reports, inventory management review, preventive maintenance, and loss prevention.
- Prioritizing key areas that require urgent support and creating PAR alerts in sensitive units such as the emergency department, operating rooms, or intensive care units.
- Providing standard operating procedure templates and sample RTLS policies and procedures for staff use and compliance documentation.

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### DID YOU KNOW?

ON AVERAGE, A NURSE WILL SPEND 21 OF MINUTES PER SHIFT LOOKING FOR MOBILE EQUIPMENT.

Source: GE Healthcare

## COGNOSOS RTLS IS LIVE – NOW WHAT?

Cognosos doesn't just install your RTLS and disappear. Our goal is to help you get the greatest return on investment for your RTLS implementation as quickly as possible. Benefits of your partnership with Cognosos include:

- **Quarterly business reviews:** Once every three months, your Cognosos representative will meet with you to review highlights in your data and provide insights about how you can use it to make important decisions for your hospital. These meetings also provide time for you to give us feedback about features and functions you may need us to provide in the future.
- **24/7 monitoring:** Because Cognosos is cloud-based, our technologists are always checking our clients' RTLS for any operational issues. If a problem does arise, our team will be alerted immediately. We'll either fix the issue remotely or we'll contact you to work toward a solution.
- **Responding to your hospital's physical updates\*:** When your hospital purchases new equipment or makes a change in its footprint, the Cognosos team will help you efficiently update your RTLS.
- **Training for new hires\*:** Also, when your hospital hires new staff who will interact with the RTLS in their role, Cognosos can provide training and onboarding assistance.
- **Cognosos SaaS support portal:** The cloud-based platform houses step-by-step guides and information about best practices for getting the most out of your RTLS. It's also updated whenever new features and modules become available to add to your RTLS implementation\*.

Introducing new technology and new processes can be daunting prospects for a hospital and its staff. At Cognosos, we're here to help you each step of the way. Our dedicated team knows what works — and what doesn't work — when it comes to leveraging these powerful tools. We know how to get you and your RTLS up and running with minimal disruption, stress, and cost, and on the fastest track to a hard-dollar return on your investment.

**Have more questions about Cognosos RTLS and/or our implementation process? Please contact our team for more details.**

*\*These offerings may be subject to additional fees.*

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### DID YOU KNOW?

COGNOSOS STAFF BRING MORE THAN 20 YEARS OF EXPERTISE IN HEALTHCARE AND RTLS TECHNOLOGY.



## **ABOUT COGNOSOS, INC.**

Cognosos is paving the way for the next generation of real-time locating systems (RTLS) using a combination of inexpensive BLE hardware and an advanced AI platform. This powerful combination of hardware and software provides room-level-accurate asset location data, and a seamless installation process to deliver powerful RTLS at a fraction of the cost of legacy systems. The result: instantaneous asset location and actionable insights that produce a measurable, hard-dollar, financial return.

For more information, visit [www.cognosos.com](http://www.cognosos.com).

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