



Fully Managed Services Solution for EPIC Rover

High Volume Asset Management and
Tracking of IOS Hand-Held Devices

CASE STUDY

EPIC Rover Implementation

Regional Hospital

Founded in 1955, Baptist Health serves families throughout northeast Florida with high-quality, comprehensive care for every stage of life. Currently ranked as the “most preferred” healthcare provider in the Jacksonville area, the health system is deeply honored to serve the community through a growing circle of care that includes nationally accredited hospitals, including the region’s only children’s hospital.

Its resources include more than 200 primary care and specialty physician practices, children’s specialty clinics, home healthcare, behavioral health, occupational health, rehabilitation services, and urgent care.



THE CHALLENGE: What we needed to overcome

Baptist Health is a Futura Healthcare client that has trusted Futura's expertise to provide talented, local resources – often on short notice – to help implement complex technology projects without causing operational disruption.

In this case, Baptist Health recently completed an organization-wide “Go Live” of the EPIC Electronic Health Records platform. It was now engaged in the next implementation phase by rolling out EPIC Rover on all IOS hand-held devices across its system. EPIC Rover is a leading mobile app that adds value for health systems by leveraging communications to:

- Simplify clinical operations.
- Accelerate communications, i.e., fast and easy scanning of lab items.
- Enable devices to access patient data and quickly get that data into their system.
- Streamline documentation workflows at the point of care.

Embarking on this broad-based effort across all its facilities, the system's leadership team needed to ensure it had the sufficiently trained staff and technology bandwidth to safely navigate the EPIC Rover rollout. From their perspective:

- Having the skill, experience, and knowledge needed to implement and maintain IOS operations and Imprivata technology was critical to success.
- A high volume of devices and charging bays needed to be staged, imaged, kitted, tested, deployed, and supported over time.
- They had to clear the historical hurdle of inventory management and tracking. Adding upwards of 3,000 new devices would raise the current stress level.
- Project management and quality assurance resources were constrained due to their involvement on the full-scale EPIC implementation.
- Device tracking, including status, location, and break ratios, would be required to ensure clinical satisfaction and maximize device uptime.

With no time to wait in moving the Rover implementation forward, the system engaged Futura Healthcare to help lead its EPIC Rover rollout for iPhones and iPads with Imprivata charging bays. Futura would also provide support, oversight, consulting, and advisory services over multiple years after the system-wide implementation.

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EPIC Rover offers functionality that can be customized to ensure that each user has the specific features needed to complete their tasks, access patient data, measure vitals, and validate identification from anywhere.



THE SOLUTION: Futura Fully Managed EPIC Rover Services and Resources Package

As part of its fully managed solution, Futura's team provided the system with a full array of services and resources. This began with a rolling activation schedule for their core hospital network in 2022. Currently, Futura is engaged in rolling out EPIC Rover to the system's free standing emergency departments.

Under the terms of the agreement, Futura's service deliverables include:

- Full-time IOS-trained service technicians. This is part of a multiyear services plan that covers all project management and quality assurance metrics and methodologies. While the EPIC Rover software app offers clinical users a suite of leading-edge healthcare capabilities, Futura's IOS technician team had to be highly proficient in all things EPIC Rover related to support, troubleshooting, and maintaining sophisticated features as:
 - Touchscreen functionality that expedites taking and documenting vital signs, and accelerates flowsheet documentation.
 - Mobility for core workflows, such as document on-the-go.
 - In-App camera access for photos, barcode scanning, and image importation.
- Task Management to support barcoded medication administration, blood administration, clinical and patient image capture, wound documentation, and blood administration.
- All pre-deployment, live, and live support of IOS devices and charging bays, including imaging, staging, kitting, and testing.
- Leveraging the system's service desk ticketing system, providing full coverage of broken devices, and maintenance of vendor warranties and service level agreements (SLAs).
- The full features, functionality, and scalability of Futura's licensed asset management tracking software, which serves dual roles as an:
 - Inventory tracking system that can accurately track and pinpoint all deployed devices and their current locations by manufacturer and serial number. This capability can also be applied to hospital cart maintenance and management protocols to increase cart uptime and reduce break-fix incidents.
 - Analytics system that can perform predictive analysis on charging bays and IOS devices, based on previous break-fix patterns, to help troubleshoot equipment malfunctions and

improve inventory management. This quick access to performance metrics enables Futura to report equipment breakage incidents to manufacturers and resolve issues quickly using real-time data.

The managed services strategy, powered by SLAs and Futura's tracking software, kept the system focused on its core patient care mission while Futura supported a critical piece of its EPIC implementation.

Futura's expertise in delivering cost-effective advisory and consulting services has given the system confidence in the return of its EPIC Rover investment.



Futura was able to provide a true managed service for our Rover implementation including the staging, implementation, and deployment services. These services coupled with their asset portal provides us with confidence that our Rover equipment is operating as planned and we know the locations of our deployed devices.

Jim Bilsky,

Vice President of Enterprise IT Operations | Baptist Health

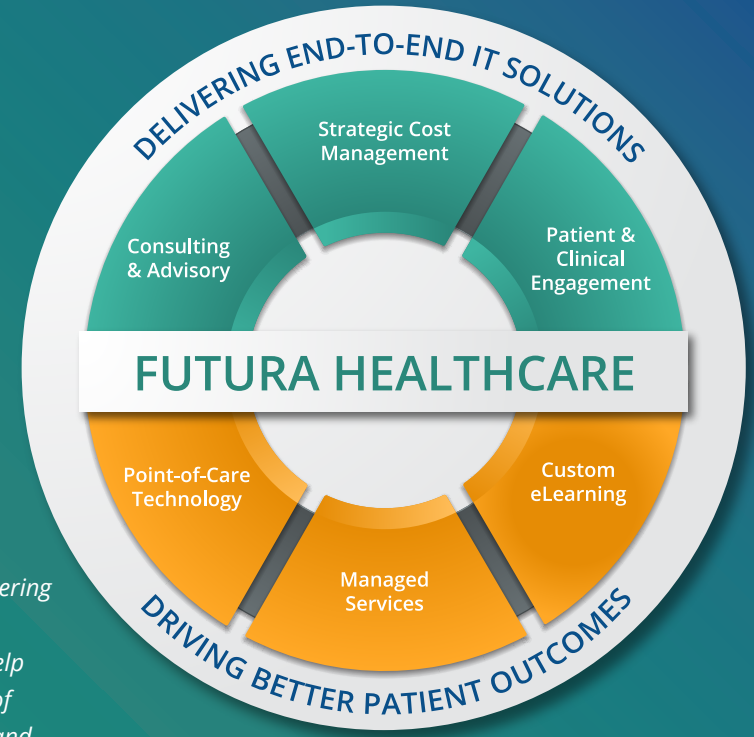
THE RESULTS

- Five highly trained, full-time IOS Rover service technicians support all hospital locations.
- Futura's real-time tracking software is currently:
 - Providing clinical and administrative staff with easy-to-access device tracking dashboards and reports.
 - Enabling close coordination with clinical, IT, and department solutions to support all rollouts.
 - Maximizing the uptime for all dedicated IOS devices.
- The system has its resources focused on its core mission to provide better patient care while capitalizing on Futura's expertise to provide:
 - Full coverage of broken devices.
 - Maintenance of all vendor warranties and SLAs.
- Strengthening the partnership. The hospital has renewed its contract with Futura to complete its EPIC Rover implementation.

ABOUT US

Futura Healthcare is a trusted industry partner delivering end-to-end healthcare advisory, consulting, and technology solutions. We are vendor agnostic and help healthcare institutions achieve their strategic goals of improved patient outcomes, operational efficiency, and enhanced clinician engagement.

As a single source partner, we deploy best-of-breed technologies – from mobility hardware and eLearning to advisory services and consulting. We have serviced 1 in 3 hospitals nationwide, deployed and supported over 600,000 IT assets, and have defined healthcare technology best practices for over 20 years.



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