

RFT CARES Customer Education & Support Solutions

Consulting • Training • Support

Because maintaining the competency of your staff is equally as important as maintenance of the system itself, we have designed a Customer Education & Support program that puts our customer education team at your side from the project's beginning through the life of our partnership.



Make Your Facility a SAFE PLACE

RFT recommends you invest in the training of your staff to ensure a safe and peaceful environment for your facility. Developed by RFT's team of nurses, our Customer Education & Support program maximizes system capabilities and is designed to meet your specific facility's needs. To best assist our customers in configuring a security solution that compliments their facility's workflow goals and existing practices, our educators are Registered Nurses, each with BSN or higher, and 5+years clinical experience.

Go-Live Packages Aid in a Smooth Implementation

A variety of Go-Live Packages are available to thoroughly prepare your staff for the launch of your new or upgraded RFT Security Solution. Each package includes training of your leadership, staff, facilities, and security teams along with go-live support during and after the launch of your system.



Consulting

Engagement sessions with one of our Educators:

- Assist with P&P creation
- Discuss workflow design of your system
- Assess needs and determine how RFT can address them
- Discuss current challenges & how we can resolve them
- Configure system to your staff's unique workflow



Training

Several training options designed to meet each customer's requirements and budget:

- On-site end user and administrator training
- On-site Train the Trainer course options
- On-line training course access
- User workbooks covering system functions
- WebEx training sessions (available for CODE ALERT systems only)
- Refresher training & competency reviews



Support

Continued support throughout the life of your partnership with RFT:

- System go-live support
- 30-60-90-180 day follow-up (following initial install and/or upgrade)
- Report analysis to assess system health & optimal user interaction (requires remote access)
- Touchpoint calls every 6 months (requires remote access)

A Well Trained Staff Leads to A Safe Environment

Maintenance of your RFT Patient Security Solution is integral to ensuring the integrity of your facility's security plan. Additionally, when new staff are unfamiliar with the system's operating procedures; or, if, over time, experienced staff adopt less than "best practices" in operating the system, a facility's carefully laid-out security protocol can quickly unravel, resulting in an increase in alarm frequency, all of which leads to frustrated staff and alarm fatigue. Statistics show that with alarm fatigue there is an increased risk to patient safety.

For a variety of reasons, increasing staff turnover rates are occurring. For this reason it is more important than ever to have an on-going annual safety and security training program in place. Key components of such a program include: workflow evaluation (including best practices suggestions), super user and administrator training; staff re-training; and system and alarm report analysis.

Refresher Training

Refresher 1 (1-40 staff)	8 hours
Day 1	8 hours on-site
Refresher 2 (41-120 staff)	16 hours
Day 1	8 hours on-site
Day 2	8 hours on-site
Refresher 3 (121-240 staff)	24 hours
Day 1	8 hours on-site
Day 2	8 hours on-site
Day 3	8 hours on-site

Refresher Training Offerings

- Workflow Assessment (including best practices suggestions)
- Data Base Assessment and Reconfiguration (if needed)
- Staff Training
- Train-the-Trainer
- Administrator Training
- Alarm Reports Assessment and Troubleshooting
 - Practice recommendations to reduce user error alarms
- Follow-up Assessment Calls (at 30 and 60-day intervals).

