



# Success by Design

## A Proven Approach to Project Initiation

Is your organization ready to initiate and sustain improvements? Set expectations and define the resources needed to ensure a successful technology integration.

- **Who** to engage for project management and execution
- **What** technologies, partners, business solutions and assets are required
- **When** each phase of the process will take place
- **Where** you can expect to see measurable improvements
- **Why** the Rauland Responder Enterprise solution is the right one for you

Today's healthcare environment demands an aggressive approach to clinical, operational and financial improvements. Rauland's Responder Enterprise Design and Implementation employs design-thinking to provide solutions for the long-term.

We will architect a secure and highly available solution that scales with your business and aligns to your technology roadmap to deliver demonstrated outcomes that prove value to your decision-makers. Our guided and collaborative design and deployment experience provides the benefits of standardization and centralization.

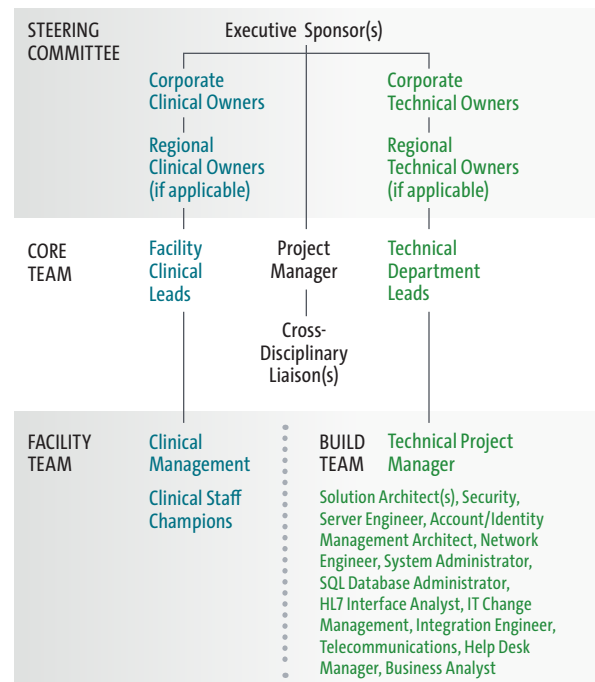


### Building the Team to Ready Your Business

Successful projects start with an engaged team. The first step is to assign an IT Project Manager, then establish a Steering Committee, Core Technical Team and Clinical Design Committee. While the number of engaged employees may vary, teams should have representatives from every facility and/or service line to ensure a comprehensive solution.

Successful customer onboarding leads to the best ROI over the lifecycle of the product. Join us as partners in this process and we will deliver a journey of clinical and technical discovery, system-wide design and roll-out with every detail customized for continuous improvement in response to your organization's metrics and technology decisions.

### Project Roles & Customer Team Structure



- EXTENDED**
- Clinical—Ancillary Staff Champions
  - Clinical—Clinical Quality Outcomes SME(s) (if applicable)
  - Clinical—Patient Safety SME(s) (if applicable)
  - Clinical—Patient Engagement SME(s) (if applicable)
  - Cross-Disciplinary—Change Management SME(s)
  - Any—Other SMEs

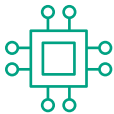
- IMPLEMENTATION & SUPPORT**
- Clinical—Staff Training/Education Specialist
  - Clinical—Clinical Super Users
  - Technical—Facility-Level IT Leads



### The Client Commitment

In addition to access to the key client team, our success will rely on you working with us to establish target business outcomes, identify benchmarks, measure improvements, and drive consensus on the utilization of your integrated technology in support of best practices.

We will need you to provide current state, systems-level detail on design, implementation, and utilization of your integrated solution, and input on future product design and service experience. Most importantly, to proceed as partners, we'll rely on your regular feedback on service experiences, service tools, product experience, and resources provided.



### No Short Cuts to Success

Years of clinical and IT experience have influenced our Strategic Implementation Lifecycle, a proven two-phase Design and Deploy process that delivers results.

## Flexible Solutions for Single-Site Facilities

Responder Enterprise is the most advanced software solution for single acute care facilities that want to improve patient outcomes by developing optimized clinical workflows. With a focus on simplifying daily workflow, not making it more complicated, we will work with your team to standardize processes, analyze problem areas and optimize solutions to ensure the highest standards of care, efficient workflow and maximum reimbursements.

Solutions can be implemented quickly and easily to demonstrate value to decision makers and ensure consistent delivery of results.

PHASES	DESIGN PHASE		DEPLOY PHASE	
	Initiate & Plan	Analyze & Design	Configure & Test	Deploy & Close
PROCESS GROUPS	<b>Initiate</b> <ul style="list-style-type: none"> <li>Define project scope and outcomes</li> <li>Identify customer business needs/ requirements and success criteria</li> <li>Assess resource and technical requirements</li> <li>Confirm stakeholders and resource assignments</li> </ul> <b>Plan</b> <ul style="list-style-type: none"> <li>Develop Project Charter</li> <li>Define how the project will be executed</li> <li>Develop project schedule</li> <li>Develop project management plan</li> <li>Plan for kickoff and next step sessions</li> </ul>	<b>Analyze</b> <ul style="list-style-type: none"> <li>Conduct current state assessments</li> <li>Define detailed requirements and use cases</li> </ul> <b>Design</b> <ul style="list-style-type: none"> <li>Complete technical design</li> <li>Complete clinical design</li> <li>Develop user acceptance test cases for workflow and 3rd party integrations</li> <li>Establish Test environment</li> <li>Develop standard education/ training plan</li> <li>Establish traceability design monitoring and control</li> </ul>	<b>Configure</b> <ul style="list-style-type: none"> <li>Install and configure test environment</li> <li>Install and configure production environment pre-deployment</li> </ul> <b>Test</b> <ul style="list-style-type: none"> <li>Conduct technical testing and validation</li> <li>Resolve configuration discrepancies and errors</li> <li>Complete user acceptance testing</li> </ul>	<b>Deploy</b> <ul style="list-style-type: none"> <li>Implement validated design in production environment</li> <li>Execute education/training plan</li> <li>Complete go-live readiness and support plan</li> <li>Onsite facility go-live support</li> <li>Transition to Customer Success Program</li> </ul> <b>Close</b> <ul style="list-style-type: none"> <li>30 &amp; 60-90-day reassessment &amp; Reports &amp; Dashboards deployment</li> <li>Project close out activities and lessons-learned</li> <li>Initiate Customer Success Services</li> </ul>
	<b>MONITOR &amp; CONTROL</b> • Governance • Project Management • Change Control • Traceability Control			

Process group durations will vary based on the size and complexity of the project. Information collected during the strategic planning sessions will be used to identify a high-level timeline.

### Why Rauland?

Responder Enterprise Design and Implementation brings world-class analytics and deep clinical technology and integration knowledge. Your solution design will be led by certified network/solution architects, clinical application specialists, and

experienced project managers following proven best practices and a well-defined project management framework. Your customized solution and end-user education will fit your specific needs, and local service and support will ensure long-term viability.

**PARTNER WITH RAULAND ENTERPRISE DESIGN AND IMPLEMENTATION FOR A CUSTOMIZED SOLUTION TODAY—VISIT [WWW.RAULAND.COM](http://WWW.RAULAND.COM)**

