

# Insights

Keeping you connected with all the news at Sentact - Your workflow and compliance management solution



## Welcome

### INSIDE THE ISSUE:

- WELCOME 1
- STATS & FACTS 1
- NEW FEATURES & SERVICES 2
- CASE STUDIES 3
- ASSOCIATION ACTIVITY 4

In this issue of Sentact Insights we'll be highlighting new features we've recently launched focused on extending your Sentact Module's use with Integrations and Mobile devices. By listening to our customers we found that there are shortcomings of other databases used by hospitals that can be remedied by partnering with Sentact. In this issue you'll better understand how Sentact can be used as middleware into other databases, furthering the life of your other database while increasing your operational efficiencies. This is just another example of Sentact's scalability and flexibility.

Additionally in this issue you will read case studies on how our customers have used their Sentact data to enhance their process and present the results to management. Many of our customers have inquired about our Consulting Services and how they can better evaluate their data being captured. Our team can assess your data and process and provide you with executive management reports that allow you to view your operations with a different perspective. We'll also provide recommendations on how to better use the system to continue your success with Sentact.

We appreciate your continued feedback to further enhance our services to you. We look forward to presenting you with additional features and modules in the coming months!

Thank you for your time and business.

Questions About Sentact?  
Call our support team



SENTACT SUPPORT  
1.866.3SENTACT

**Shirley Nickels**

Partner

## SENTACT'S STATS & FACTS

Sentact continues to expand in the healthcare industry. In addition to reporting an increase in users and the number of modules offered, in this issue we are reporting on statistics garnered from data generated with our Phone Integration feature. Thank you to all of our customers who comprise the following "stats and facts":

SENTACT COMMUNITY	CURRENT NUMBERS
Global Users	72,400
Active Modules	183
Supported by Sentact	3.4 million square feet

SENTACT ACTIVITY	CURRENT NUMBERS
Automated Transaction Processed	3.1 million annually
Phone Updates Processed	42,500 monthly
Automated Notifications	117,000 monthly



# New Features & Services

## System Integrations

Do you have other maintenance operating systems in your facility that need to “talk” to Sentact?



We found that was the case with one of our existing customers. The facility’s building maintenance alarm system would fire off text messages to facilities technicians when an asset, like a HVAC, needed to be addressed when readings were outside of the norm; the problem was this process didn’t generate a work order for follow up or documentation. The Customer asked Sentact if there was a better way to document these alarms.

Sentact’s Team provided a solution where their Request Module would accept the text message directly from the alarm system, as if the alarm system was the Requestor. Now there is a centralized portal that documents all services performed. When a text message is fired off by the system Sentact receives this message, parses the information and creates a ticket in the Sentact system allowing for follow up and documentation. This process can be tailored to follow any customer’s required logic when it comes to documenting this maintenance process. Some of the maintenance operating systems Sentact has successfully integrated with are Siemens Reno System, MicroMain XM, Four Rivers, Maintenance Connection & MPROIII to name a few.

## Mobile Access

Support Staff are continually on the floors responding to their customer’s requests and at times it is not always feasible to get to a computer to log in to Sentact to view a work order. Given that, resolution times can easily become skewed as a staff member often doesn’t close out a ticket until they have an opportunity to return to a computer. With this in mind Sentact has introduced Mobile Access. Via PDA staff can review, assign or update a work order from any WIFI spot in the hospital. This results in the gathering of accurate real-time data which enables the support staff to better track and trend their process for further enhancements.



## Additional Features

Call Sentact today - 847.439.1700 - to see how you can add these two new features to your Sentact system.

### Global Message of the Day

**Have a message that you need to communicate hospital-wide?**

Sentact’s Global Message of the Day allows you to do just that. With this new feature you can post a customized message to be seen by all on your Sentact Home page. Examples of messages customers are already posting are: support department hours of service, food specials, maintenance updates and more!



### Task Scheduler

**Do you have certain processes or tasks that are routinely performed?**

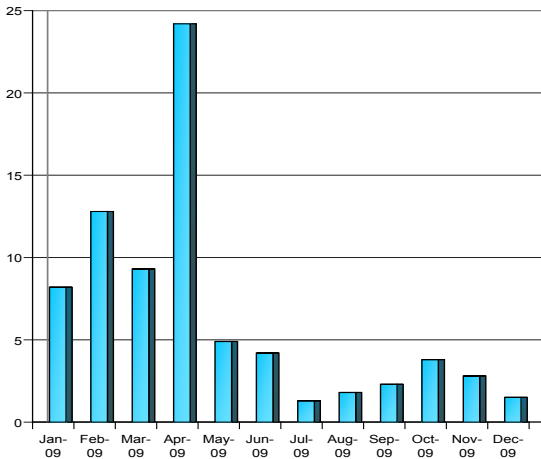
With Sentact’s Task Scheduler you can schedule a work order ahead of time to have these tasks performed. These can be scheduled based on frequency and time of day.



# Case Studies

## Customers Benefiting from Sentact's Consulting Services

### Turn-around-time for Urgent Requests Reduced by 74%



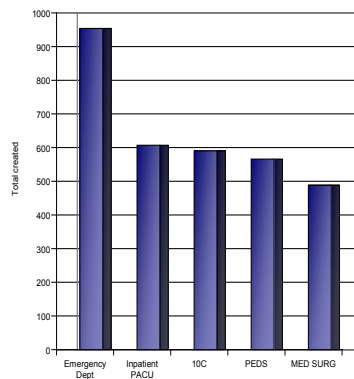
An 800+ bed facility set out in 2009 with the goal of reducing turn around times for Urgent Requests to the Facilities Department. Generating weekly reports based on the data gathered in Sentact, management reviewed the number of requests being reported and identified a need to increase monitoring from supervisors. Another enhancement to the system was the introduction of escalation pages that escalated a request up the management chain until it reached resolution.

At year end, using the Time Analysis feature of the Reports Engine the department trended turn-around-times over the previous 12 month period and realized a remarkable 74% decrease in turn-around-times from Q1 to Q4 of 2009.

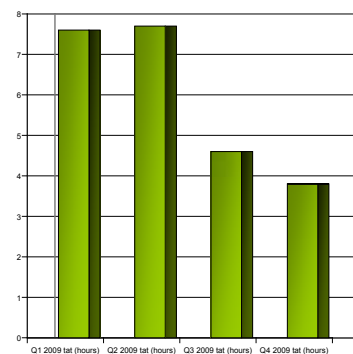
### Identified Top 5 Requesting Departments for Housekeeping

A New York based hospital used the Reports Engine to chart the number of requests that were being made by each Patient Care Department. In doing so, the facility identified the top five departments that made the most requests for Housekeeping services over a 12 month period of time. With this new knowledge in hand, management shifted staffing levels to better support these top five requesting departments. Additionally, proactive measures were taken to decrease the volume of requests being made such as housekeeping now performs daily rounds to address items before they need to be reported by the individual departments.

Top 5 Requesting Departments

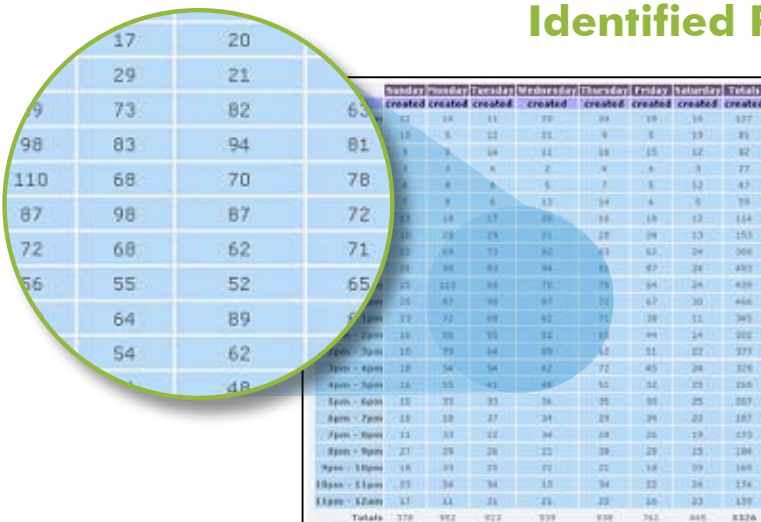


Turn-around-time for the ED



And the results speak for themselves, as the second chart shows Housekeeping turn-around-times for the Emergency Department were drastically reduced. From Q1 to Q4 of 2009 the average turn-around-time was reduced by 50% going from 7.6 to 3.8 hours to resolve a request.

### Identified Peak Activity Days and Times



An existing customer gathered data over the course of a week based on the number of requests being made to supporting departments. As the table to the left shows, the facility used the Reports Engine tool to break down the data to day of week and hour of day. In doing so, the facility identified the days of the week and times of the day when requests were highest. Armed with this new knowledge, management adjusted staffing levels to better support the volume of requests so that the supporting departments could operate at an optimal level of service and efficiency.

## Association Activity



### ROLLING THE DICE: WINNING AT THE ACCREDITATION GAME

We wrapped up 2009 by participating in a number of great healthcare association conferences and events. In early November we had a booth at the Center for Improvement in Healthcare Quality (CIHQ) conference in Las Vegas, "Rolling the Dice: Winning at the Accreditation Game". CIHQ is a membership based organization comprised primarily of acute care and critical access hospitals, as well as home health, long term care, and ambulatory care facilities.

This event brought together key leaders from over 150 hospitals to receive the latest information on healthcare accreditation and regulatory compliance.

This was a great opportunity to make some new contacts in the industry and give attendees a first hand demonstration of the benefits Sentact can bring to their organization



### IMPROVING AND SUSTAINING A CULTURE OF PATIENT SAFETY AND QUALITY OUTCOMES IN HEALTHCARE

Another association that we enjoyed getting involved with in 09 was the National Association for Healthcare Quality (NAHQ). On a national level we exhibited at their annual conference in Grapevine, TX in September of last year. Later in the year, on a state level we attended the North Texas annual conference November 13th "Improving and Sustaining a Culture of Patient Safety and Quality Outcomes in Healthcare".

The conference attendees consisted of such healthcare professionals as patient safety officers, compliance officers, CEOs, COOS, and quality management and performance improvement professionals (to name a few) all with the common goal of improving patient safety and quality in their healthcare facilities which made it a great opportunity for us to attend.

### NETWORKING SOCIAL IN DALLAS



Towards the end of November we attended another local Texas chapter event this time it was the Health Information and Management Systems Society (HIMSS) networking social on November 19th.

It was a great evening of networking and socializing with folks in the healthcare IT field in the Dallas/Fort Worth area.



### MOVE YOUR PATIENTS ALONG: APPLYING QUEUING THEORY TO IMPROVE HOSPITAL QUALITY

In February one of our New York-based consultants attended the Healthcare Leaders of New York (HLNY) meeting "Move Your Patients Along: Applying Queuing Theory to Improve Hospital Quality". HLNY is one of the New York chapters of the American College of Healthcare Executives (ACHE).

The speakers at the event provided an overview of queuing theory and presented examples of how it was applied in ED and OR settings which resulted in improved quality, turnaround times and patient satisfaction.

### OPTIMIZE REVENUE AND SPENDING FOR YOUR ORGANIZATION



Staying close to our headquarter office in Chicago we attended the CHEF meeting "Optimize Revenue and Spending for Your Organization" on April 7th CHEF is the Chicago chapter of ACHE and put together this breakfast focused on educating attendees on managing the healthcare bottom line from all sides.

A number of great speakers spoke on the meetings topic all bringing their own unique perspective from their various walks of life in the healthcare field. We enjoyed reconnecting with some familiar faces and making new contacts in our area.

### INTERLINK 2010



Last year was our first time attending the Interlink conference hosted by TAHFM the Texas chapter of the American Society for Healthcare Engineers and we made sure to put it on our calendar for this year. To kick off the conference a President's reception was held on April 11th. The festive night was a great opportunity to re-connect with the community and make some great new contacts.