

Government Services: Partnering with the VA

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Learning Objectives

- Introduce the Government Services Department
 - Describe the department's role and responsibilities
 - Discuss the partnership with the RTLS PMO office
 - Discuss current challenges
- Discuss the department's key objectives
 - How can we strengthen the VA and Censis relationship so we can better serve our VA clients?
- Discuss the RTLS PMO's key objectives
- Solicit your thoughts and ideas



Introduce the Team

#CtUC2018

Introduction

Mike Walsh U.S. Army (Ret)
Sr. Director of Government Services

Ron Hesch U.S. Air Force (Ret)
Sr. Manager of Government Services

Cardell Bell, PhD U.S. Army (Ret)
VA RTLS PMO

Roles and Responsibilities

- Background
 - VA Clients: 152
 - RTLS: 65
- Develop initiatives and programs that enhance client use and experience of CensiTrac
- Seek partnerships within the VA community that can help achieve initiatives such OR Scheduler and LoanerLink integration
- Ensure CensiTrac and applicable hardware is approved for operation on VA networks
 - MOU and Interconnection Security Agreement
 - Technical Reference Model (TRM)

HIGHLIGHTS:

Total instruments marked: 1,497,903
Scopes being tracked: 12,448

Relationship to the RTLS PMO

- Weekly meetings
 - Focused on solving issues that impact application utilization
- Conduct joint visits (5 since August)
 - Assessments
 - Develop follow-on activities that improve client satisfaction
- Develop and implement long term objectives that add value to the program
 - Enhancement requests
 - Enterprise level reporting

Current Challenges

- Understanding workflow (from a manual or existing system perspective) and determining how best to integrate CensiTrac
- Scanning 2D instrument marks
 - Identify problematic elements (pain points) and mitigate their impact
- Interfaces, Sterilizer, Incubators, One Source
 - Identify those areas that may benefit from interfaces and a paperless system
- Reports
 - Review the benefits of setting up exception reports and customizing them to better meet the needs of end users

Key Department Objectives

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- Strengthen our partnership
 - Conduct client business reviews
 - Be onsite more (have conducted 14 visits since June 1st)
 - Partner with VHA QCD
 - Participate in monthly SPW meetings
- Implement LoanerLink
 - VISN 10 has already purchased the application (four sites)
 - Interest in VISN 5 and VISN 21
- Deploy CensiTrac 4.0
 - TRM approved in August 2018

Key RTLS PMO Objectives

Key RTLS PMO Objectives

- Reinforce the National Program Office Sterile Processing directive that CensiTrac is the standardized tracking system
 - CensiTrac (configuration settings, instrument descriptions)
- Understand SPS pain points and relay to Censis
 - Conduct joint site visits with Censis (V17, V5 conducted in August)
- Identify technology challenges that impact end user experience
 - Are there alternative technologies that can better support work flow and integration with CensiTrac?

*Solicit your thoughts and ideas:
How can we strengthen our relationship?*

