SmartSense

Saving 200 Labor Hours per Year with Automated Temperature Monitoring

One of the nation's largest VA hospitals utilizes SmartSense to protect critical medicines and samples, improving patient safety while reducing labor hours
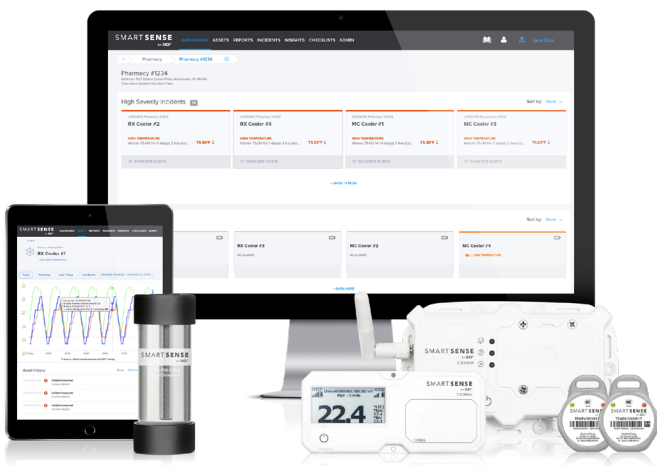
VA | U.S. Department of Veterans Affairs

With three inpatient facilities and seven outpatient clinics serving more than 67,000 enrolled veterans, this VA hospital is responsible for a wide variety of patient services.

The Challenge

This VA hospital operates facilities and clinics across 10 cities, which means they have considerable responsibility for our nation's veterans. As such, they have strict regulations to abide by to ensure funding. This network of facilities is also a significant contributor to research programs for the VA, conducting studies into diverse fields ranging from geriatrics to mental health to HIV, including medical training for physicians in virtually every specialty and subspecialty.

This VA hospital partnered with SmartSense, a leading IoT company, to implement two key capabilities to enable doctors to spend more time with veterans:

- Comprehensive compliance management to better prepare for audits and inspections
- Simplify temperature monitoring for facilities serving tens of thousands of veterans every year

SMART SENSE
BY DIGI ®

The Solution

Reduced Labor Hours with Automated Temp Logging

VA hospitals are under significant pressure from regulatory agencies to maintain compliance. Understandably so, as these hospitals are responsible for the wellbeing of our nation's finest heroes. This VA hospital offers practically every healthcare service available, making compliance management a complicated task. Due to this VA hospital's full range of patient care services spanning both inpatient facilities and outpatient clinics across multiple cities, their compliance mandates are varied and require a scalable solution custom built to their needs.

Before the VA hospital had implemented a digital solution, healthcare managers would check temperatures using pen and paper. These manual methods are error-prone and difficult to reproduce in the case of an audit. VA hospitals can have thousands of individual monitoring points, each requiring in-person temperature checks. Now, wireless sensors continuously and automatically monitor and report on temperature, saving countless hours for healthcare managers. With automated compliance management, this VA hospital has a complete record of temperature performance, simplifying audits and adding an additional layer of liability protection all while reducing distractions from more important routines than hand logging temperatures.

Improved Patient Safety with Real-Time Monitoring

In addition to varied compliance requirements, SmartSense provides this VA hospital with temperature monitoring for their off-premise facilities and clinics, each with its own set of unique challenges. Many medications, essentially all vaccines, and other temperature sensitive products such as insulin bags and lab samples require tight temperature controls to maintain potency and quality. To ensure patient safety, the hospital must respond efficiently to a temperature excursion, as medications can be compromised in as little as 2 hours. Real-time monitoring enables proactive temperature management, simultaneously preventing loss and improving safety.

Their centralized analytics and reporting dashboard eliminates the challenges that come with managing temperature monitoring of their off-premise sites. Manually monitoring and maintaining proper temperature ranges of their multiple facilities would require significant resources due to the numerous refrigerators and freezers holding temperature sensitive products. The SmartSense solution is also network-independent, eliminating network security protocols with the ability to operate the solution independently.

The Results

Now that managers and healthcare professionals have a digital solution to automate compliance and remotely monitor temperature performance across their facilities, this VA hospital has access to healthcare solutions not previously available:

- Automated compliance logging and on-demand reporting available in the case of an audit.
- Wireless and continuous temperature monitoring for inpatient facilities and outpatient clinics.

Thanks to SmartSense, this VA hospital has peace of mind knowing that they are prepared for an unexpected audit. Additionally, their veterans are in better care now that each one of their facilities and clinics are being monitored 24 hours a day, 365 days a year.

> *"SmartSense has helped to identify over 30 pieces of equipment that were unknowingly operating outside of acceptable temperature ranges, in addition to completely cutting out our daily temp checks, saving countless hours. This alone has already paid for the solution."*

They are confident in their healthcare monitoring strategy knowing they have trusted a leading IoT provider. With over 30 years of experience, SmartSense by Digi provides operational excellence to customers who value patient safety, a top priority at this VA hospital.

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