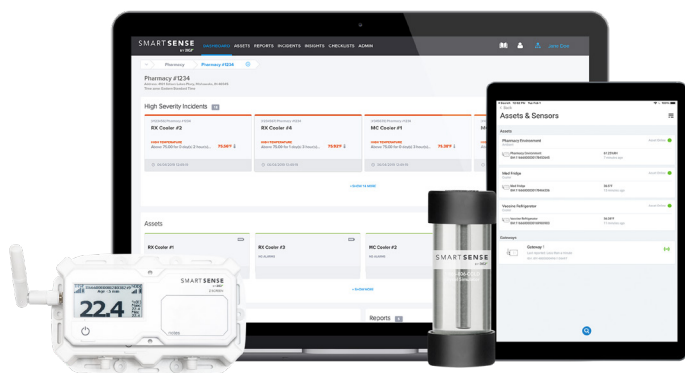


SmartSense

Reducing human error and enhancing asset protection

Signature Healthcare implements IoT solution to monitor 150+ critical assets for compliance, safety, and efficacy.



Signature Healthcare is a leading healthcare system that provides primary care, specialty care, hospital care, and ancillary services for patients across 14 Massachusetts-based locations.

The Challenge

Signature Healthcare relied on manual, paper-based processes to record and keep track of critical information related to the quality and condition of the medications and vaccines they stored and administered. In an attempt to improve their processes, they started using Digital Data Loggers (DDLs) to record temperatures for some of their assets. However, the DDLs still required employees to remember to manually download reports, and the temporary solution did not provide alerting capabilities. At this point, Signature Healthcare came to the conclusion that they needed to adopt a full Sensing-as-a-Service platform.

Partnering with SmartSense, Signature Healthcare set forth the following objectives:

- Automate compliance to reduce time-intensive reporting and risk of human error
- Streamline workflows to improve employee productivity, enhance training, and establish closed loop learning
- Gain visibility into the integrity of temperature sensitive vaccines, and medicines, specifically around the unpredictability of weather events

The Solution

Digital Compliance and Asset Monitoring

Signature Healthcare implemented SmartSense's IoT critical asset monitoring solution to automate its rigorous compliance processes through real-time critical control point visibility of temperature-sensitive vaccines, medications, and lab samples. By integrating SmartSense's interconnected cellular gateways and wireless IoT sensors within its facilities, Signature Healthcare simplified the complexities of its compliance adherence with actionable, data-driven insights that help streamline workflows, reduce human error and enhance asset protection.

Uninterrupted Visibility into Asset Status

SmartSense's Sensing-as-a-Service platform helped Signature Healthcare overcome operational turbulence related to storms and the management of vaccines at remote clinics, including transfer of vaccines from location to location. With SmartSense gateways and alerting in place, Signature Healthcare can now infer instances of power loss. The SmartSense solution ensures that critical temperature recordings are not interrupted during power outages with gateways that continue to function throughout outage events. Signature Healthcare now has a dashboard with all relevant asset data that they can access from anywhere using their mobile app or logging onto the website, giving them visibility into the status of all their remote assets from home or headquarters.

Training Tool for Team Execution

With SmartSense, Signature Healthcare was able to start capturing the root cause of temperature excursions, and then use that information to educate and train their staff to make them more efficient going forward. Sensing-as-a-Service helped Signature Healthcare speed up their closed loop learning approach to employee training, removing cumbersome paperwork that kept opportunities for learning moments and corrective action from happening. SmartSense's platform for automated excursion reporting with corresponding corrective actions aided in Signature Healthcare's initiative to infuse more accountability and proactivity into their operations.

The Results

By adopting the SmartSense Sensing-as-a-Service platform, Signature Healthcare has enriched their existing operating procedures with data driven, intuitive workflows. The real-time visibility into asset performance reduces the rate of costly equipment breakdowns and disruptive maintenance issues that could impact patients' care. The SmartSense platform allows Signature Healthcare to capture historical events and use the data to analyze patterns and fix recurring issues.

Additionally, the SmartSense program has boosted employee productivity by removing outdated compliance procedures, adding real-time alerting and guidance, and cementing a culture of accountability and proactivity enabled by state-of-the-art operations tools that make completing tasks and taking care of patients easier.

"We researched many providers and the decision to select SmartSense was obvious. Signature Healthcare prides itself on delivering impactful therapeutic outcomes through consistent, high-quality patient care. SmartSense will empower our employees to continue doing exactly that, leveraging advanced data and IoT-enabled asset monitoring to drive critical decision-making. We look forward to working with SmartSense as we work through fire recovery to ensure that patient safety and compliance remains our top priority."

Margaret Clapp
Director of Pharmacy
Signature Healthcare

As Signature Healthcare expands upon this strategic program with SmartSense, the organization looks forward to the future where the SmartSense solution expands into additional assets that hold temperature-sensitive samples beyond vaccines, medications, and lab samples. Signature Healthcare's commitment to the best patient care and patient experience is exemplified in their continuing adoption of state-of-the-art technology to automate and improve their critical processes that ensure that their patients' medications are safe and viable with high efficacy.

