PORTER MANAGEMENT

Case Study @

MAX Healthcare

The objective of Max healthcare was to provide quality care to patients and to implement new solutions that enhances their existing process in GDA Services. Trackerwave In order to achieve efficient Patient transport, Trackerwave RTLS based Porter Management system was implemented in 2022.

Key Features

Provides real time tracking and monitoring of the porter movement in the hospital premises

Streamlined workflow processes: The system automatically assigns the request to the nearest available porter so that he can reach the location quickly.

Improves operational efficiency through analytics insights for optimizing operations and reduce man power costs through better utilization.

- Live tracking and automatic flow management using BEACONS or IOT Gateways

- On Premise – On Cloud Installation. Integrable to EMR for patient auto selection.

- Customizable Porter performance and audit reports

- Dynamic Dashboard on Porter workflow status

- Support for One or More Porter across common Pool in the facility

- Assignment of Porter request Allocation to nearest porter ,using Location aware RTLS positioning

- Self-creation of Tasks by porters - Adhoc Tasks, Lunch breaks, etc.

- Automatic Update of Arrival , complete status of Porter Request based on Porter Location

- WhatsApp Alerts on longer wait time to Supervisors

- Supports Patient Transport, Asset Transport, Samples and Blood Products Movement and IP Pharmacy delivery to rooms.

Implementation Process

Infrastructure setup: The hospital installed the necessary infrastructure, including tracking devices, sensors, and gateways, to establish the RTLS system throughout the facility. Coaster device were provided to the Porters for receiving the request.

Staff training: Comprehensive training was provided to hospital staff on the use and maintenance of the Trackerwave Porter system, as well as the protocol for responding to and managing workflow processes.

System integration: Integration of the RTLS system with the existing Hospital Information System (HIS) and security systems, ensuring seamless communication and data flow. Enables patient auto selection for the porter request.

Key Improvement Indicators – TW Porter Solution @Max Healthcare

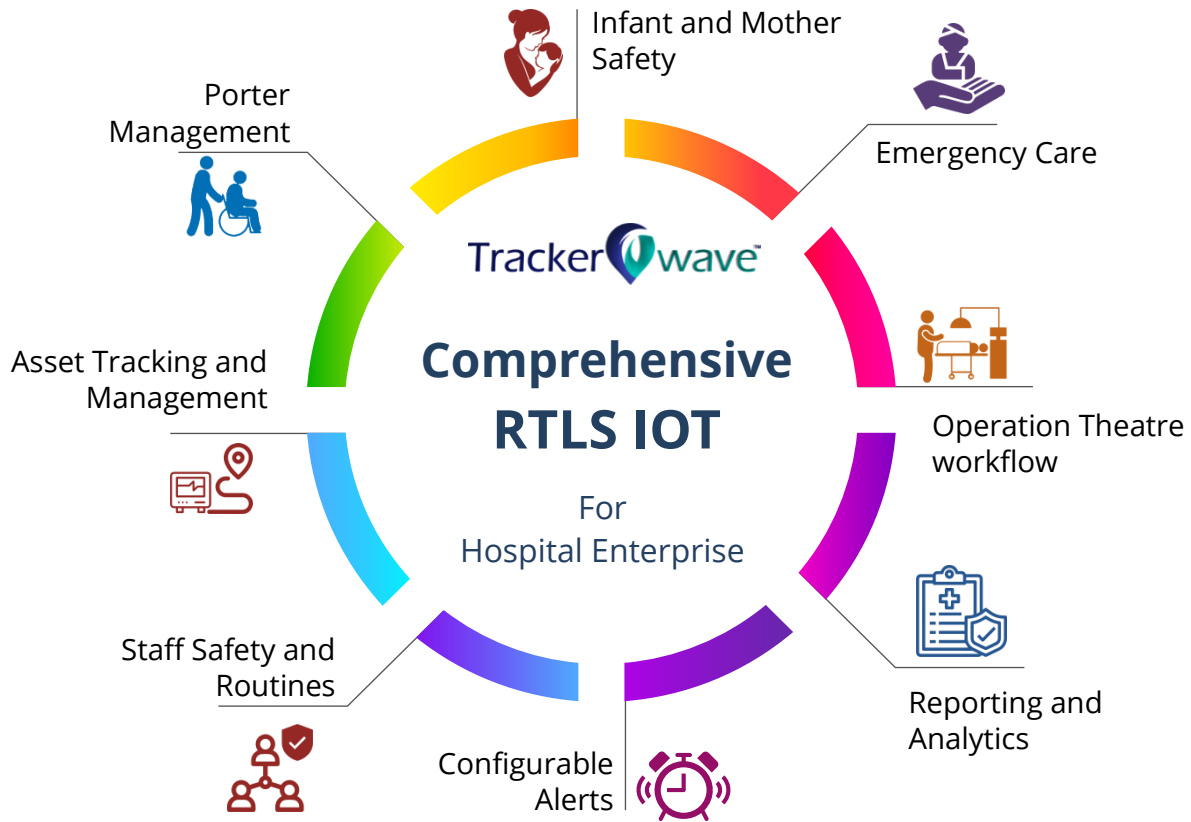|	Before TW solution	After implementing Porter solution	ROI as per Max data
No of Porter for I/P movement	15-20	10	**30%** reduction in manpower
TAT(Create to complete)	30min	13min	**55%** reduction in the TAT
No of calls handled per porter per day	18-20 calls	30-35 calls	**45-50%** increase in call handled per porter
TAT(Assigned to Arrive)	15 mins	8 mins	**50%** reduction in wait timing and TAT
TAT(Arrive to complete)	10 mins	6 mins	**20%** reduction in the movement
Call to transport desk	30sec for normal calls / 60sec for waitlisted calls	Just a request raised in the Web/Mobile application, no follow-up made	Nearly 90 hours of nursing time saved per month
Patient Complaints	High	Very Low	**95% less** transport related complaints

Impact

- Efficiency of the porters has increased drastically; with significant reduction in TAT per movement every porter is able to complete more tasks per day.

- Improved patient satisfaction: The delay in the patient movement has come done which resulted in improved patient satisfaction.

- Optimized workflow processes: RTLS based location aware system has contributed to more efficient workflow processes.

- Time Saving solution: Staff has more time which can be utilized for productive tasks.

Conclusion

After successful implementation of Trackerwave RTLS based Porter Management Solution at Max Healthcare, manual process in the entire task management has been eliminated and the process has been fully automated resulting in increased porter efficiency, reduced wait time and better patient-experience.

Trackerwave Enterprise IoT Platform for Smart Hospitals

Trackerwave delivers Real Time Location Service (RTLS) solutions for Hospitals and other Industries. We are disrupting the myths of cost, accuracy, and workflows in RTLS through technology innovation and manufacturing excellence. Our products cater to various health care settings and markets across the globe

Infant and Mother Safety

Porter Management

Emergency Care

Asset Tracking and Management

Comprehensive RTLS IOT

For Hospital Enterprise

Operation Theatre workflow

Staff Safety and Routines

Reporting and Analytics

Configurable Alerts

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Our Goal - Bring easier and affordable RTLS technology to Hospital processes to deliver operational excellence and better outcomes.