

Customer Demos – Prep Questionnaire

Account Information		
1	<p><b>Name and title of individual completing questionnaire</b> (Role in the buying process)</p> <p><b>Other Attendees/title/role</b></p>	
2	<p><b>Name of hospital/health system</b></p> <ul style="list-style-type: none"> <li>• Number of licensed beds</li> <li>• How many locations/campuses</li> </ul>	
3	<p><b>Current vendors (EMR, Nurse Call, Comm’s, Middleware...)</b> (Ex: R5, GE, Vocera, Epic)</p>	
Operational / Quality Initiatives		
4	<p><b>Current Quality initiatives and priorities</b> (Ex: Alarm Fatigue, Staff Distractions, Fall Prevention, Staff Response Time, Noise Reduction, Rounding Compliance)</p> <p><b>What is driving customer interest to meet?</b></p>	
5	<p><b>How are they addressing Joint Commission National Patient Safety Goal #6? Is it a priority?</b> “Reduce patient harm associated with clinical alarm systems”</p>	
6	<p><b>Are there any known opportunities to improve Patient Experience scores?</b> (Ex: Quiet at Night, Staff Response Time)</p>	
7	<p><b>Have you collected any recent data on Staff Satisfaction?</b> If so, please list any outcomes or pain points for staff</p> <p>What is the status of Nursing attrition? Are there retention programs in place? How does the volume of alarms and alerts affect the team?</p>	
Strategies to Address Initiatives		
8	<p><b>List any Quality Committees</b> <b>(Ex: Alarms Committee, Fall Prevention Committee)</b></p> <ul style="list-style-type: none"> <li>• Who attends these committees?</li> <li>• How often do they meet?</li> <li>• How do they source data to support decisions?</li> </ul>	
9	<p><b>Is there an analytics and/or informatics team?</b></p>	

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	If so, what is their role and focus in the organization (Alarm Management)	
<b>Reporting Capabilities</b>		
10	<b>Current reporting capabilities</b> <ul style="list-style-type: none"><li>• Who has access to reports</li><li>• Is reporting automated or manual</li><li>• Any current reporting limitations and/or challenges</li></ul>	