

RhythmConnect™ Fleet Management

CUSTOMER

Montefiore Einstein

INDUSTRY

Healthcare

LOCATION

Bronx County &
Westchester County, New York

SCOPE

Nursing units across multiple
hospital campuses and
ambulatory care facilities

ERGOTRON PRODUCTS

- RhythmConnect fleet management software
- 1000 Encore & Envoy workstations
- 2000 mobile power batteries
- 500 battery charging bays



Recharged and ready for the future with RhythmConnect

NEW YORK, USA

The latest RhythmConnect software advancement is creating new virtual insights across several of Montefiore Einstein's New York campuses, enabling highly informed device management and care capabilities. The use of RhythmConnect's fleet intelligence platform has proven the benefits of robust reporting, an advanced Real-Time Location System (RTLS), and user-specific data for the system's large fleet of battery-

powered mobile carts operating across multiple campuses.

After experiencing success for more than 10 years using mobile workstations and fleet management products within the Ergotron family, it was essential for Montefiore Einstein Technology Manager, Chris Fahmi, to evolve their investment with RhythmConnect fleet intelligence.

The Challenge

Hundreds of mobile carts and thousands of batteries across multiple hospital and ambulatory campuses pose complicated challenges for fleet management:

- How do you keep track of these vital tools?
- How can you tell in a snap if they're in working order or require service or replacement?

While tracking these tools in-person requires significant time and resources, being able to track them virtually unlocks real-time benefits and enables future-planning. The large

Montefiore Einstein system across Bronx and Westchester counties needed an efficient fleet optimization resource for determining cart location, battery health, and a variety of reporting functions.

Considering the user community was also vital in selecting RhythmConnect's platform that supports API integrations. With RhythmConnect and API integrations enabled, Fahmi has been able to connect workstations and software to his healthcare system's active directory, opening the door to personalized care capabilities for its user community of nurses and caregivers.

“

It's very helpful to – on the fly – look at different data, to run reports, and to share those insights with our user community.

— Chris Fahmi, Technology Manager

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SOLUTION HIGHLIGHT

Battery Health Tracking

When a large mobile cart fleet is primarily battery powered like it is across Montefiore Einstein campuses, insights into battery health and status are vital. “It's really important for us to understand if our users have questions about battery run times or battery issues that we have insight into battery health and all the details behind it,” comments Fahmi. This is precisely the information he finds with RhythmConnect's battery dashboards and status reports.

Battery and battery charger insights have also helped reveal false alarms in the field. According to Fahmi: “RhythmConnect has been extremely helpful in determining if the facts align



Battery health dashboard view in RhythmConnect

with the feedback. For example, when a certain user department recently made complaints about battery performance, we looked at RhythmConnect to run reports. We looked at battery health, and we looked at run-times. In this case, we identified a false alarm where our users weren't charging the battery sufficiently. They weren't utilizing the batteries to their full potential." It's RhythmConnect reporting insights like this that give Fahmi the ability to make decisions and optimize assets based on data rather than assumptions or unknowns.

RTLS Reporting

RhythmConnect's RTLS capability is one used frequently by Fahmi, because knowing where devices are across multiple campuses goes hand-in-hand with the ability to address any service needs coming through RhythmConnect reporting: "Device location information is very helpful because carts are assigned to different areas, and because they're mobile. When I have a user



Ergotron's Ted Hightower installs beacons for RhythmConnect at Montefiore Einstein

saying 'I can't find a particular cart, battery, or charger that requires service,' I use RhythmConnect to locate them easily."

Because Fahmi has a wide range of device ages in his fleet, he's found success with reports that include device information, allowing him to be proactive in product service and refresh decisions. "When we want to replace a device that's outside of a certain age, we use RhythmConnect because reports can include device manufacture date and warranty status," Fahmi comments. Getting the highest level and longest span of performance out of a device can contribute to keeping system costs down and reducing hardware turnover.

API Integrations: Active Directory

The power of RhythmConnect is felt by the Technology Department at Montefiore Einstein as well as by its nurse and caregiver users. With API integrations enabled, mobile workstation users sync to department directories, elevating personalized care capabilities to the next level. "We have Active Directory set up with RhythmConnect, syncing users with our Active Directory groups to be able to get user-specific pin codes," comments Fahmi. These pin-codes enable efficient bedside patient care providing access to locked medicine drawers.

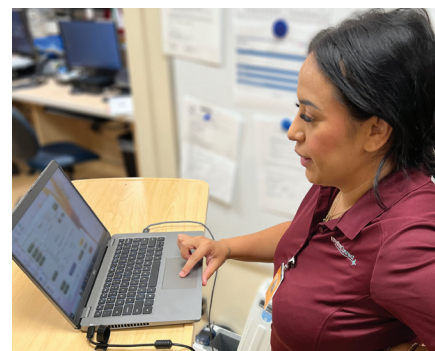
Because every nurse and caregiver using mobile carts is unique, API integration enabled for Active Directory also lets users save ergonomic information, giving them personalized comfort as they work: "Even user-specific cart height adjustments are saved via our Active

"We have Active Directory set up with RhythmConnect, syncing users with our Active Directory groups to be able to get user-specific pin codes ... even user-specific cart height adjustments are saved."

Directory," comments Fahmi. For a large fleet across multiple campuses, built-in and personalized user parameters are a powerful benefit to caregivers in every shift and integrating them is a low lift for Fahmi's team with RhythmConnect's API compatibilities.

Service Support

Fahmi has come to rely on the Ergotron RhythmConnect Service Support Team, not only for their recent software upgrade, but also to help the system validate their database on a regular basis, which has direct impacts on ROI: "It's necessary to validate the accuracy of the data that's in the RhythmConnect database, because you might go



Gisela Herrera from Ergotron's System Implementation Team performs RhythmConnect upgrades

through a software upgrade and find that there's a lot of unassigned devices out there." Backed by the Service Support Team, Fahmi has the reassurance that his database is accurate and reliable: "You're only as good as the data you put in, so

the Ergotron Service Team comes in and systematically checks that every device is communicating with the software correctly—answering important questions like, is it [an asset] associated with the correct department? Is it communicating

through the correct home base?" With RhythmConnect, Fahmi and team have the accurate data and visibility needed to make informed decisions, streamline workflows, and effectively utilize team resources.



The Value of RhythmConnect
Learn about all the benefits RhythmConnect brings to the table in this 5-minute explainer video.

Work Better.

