

MODEL: EPS — ENHANCED PROFESSIONAL SERVICES



FEATURES

- A two-step process for ensuring successful in-service training of Responder products
- Needs assessment and in-service training classes
- Involves nursing management to ensure technology adoption and investment protection
- Customized programming of software and customized training material
- In-service training classes conducted in a classroom environment

DESCRIPTION

EPS: Enhanced Professional Services is the answer to ensure technology adoption among staff members. EPS assists facilities in providing professional and successful in-service training on Responder products to their nursing staff.

EPS conducts Needs Assessments prior to end-user training, meeting with key nurse managers from every unit to determine the best way to implement the Responder system and meet their needs. The Needs Assessment is critical to the success of technology adoption among staff members and investment protection.

In-Service Training Classes are conducted on-site in a classroom environment, using in-service Training Handouts tailored to each hospital. The end-user training is conducted only after Needs Assessment and when the Responder system has been fully installed, along with its selected integrated systems (Tracer, MSW, RNET, wireless phones, etc.). These classes are successfully scheduled and well-attended only when the support of nurse management is involved. After EPS training, staff members are able to utilize the system immediately when they enter the unit floor, with the Training Handout as a ready reference tool.

EPS SERVICES PROVIDED FOR THE FOLLOWING:

Responder IV
Responder NET
Responder 4000
Responder 5

Architects and Engineers Specifications available on disk. Specifications subject to change without notice.

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