

CASE STUDY:  
**Wake Forest Baptist  
Medical Center**



**Over \$10M in value**

- **Temperature Monitoring:** \$970K/year
- **Asset Management:** \$2M/year
- **Redundant Systems Cost Avoidance:** \$3.5M
- **Staff Productivity:** \$2M+/year

*"It is so rewarding to see our staff so engaged with technology. Every day they come up with new and innovative ideas on how to **use sensory data to provide the ultimate patient experience.**"*

— Conrad Emmerich,  
VP Clinical Operations,  
Wake Forest Baptist Medical Center

## Wake Forest Baptist Medical Leverages Enterprise Location Services™ to Optimize Resources and Streamline Workflow

### The Situation

The goal of Wake Forest Baptist Medical Center is to provide the best quality patient and family-centered care to improve the health of those who live in the communities they serve and to do this more efficiently and effectively to lower medical costs. One of the key initiatives at Wake Forest Baptist is to use real-time technologies coupled with process improvements to optimize resources, streamline workflows and assist in creating the "ultimate patient experience."

### The Solution

In order to meet this strategic objective, Wake Forest Baptist partnered with real-time technology system integrator, Infinite Leap, to establish an Office of Enterprise Visibility. This division is responsible for the implementation of processes, supporting technologies, driving service excellence, patient safety and satisfaction, operational excellence and efficiency and the transformation of Healthcare Delivery (SPOT). As the result of this focus, Wake Forest Baptist has been recognized as having the most comprehensive implementation of real-time technologies in the healthcare industry.

Wake Forest Baptist has successfully implemented more than 50 use cases leveraging real-time visibility data. These use cases include asset management, temperature monitoring, wait-time management, infection control, patient and staff locating, milestones of care and many more. Achieving breadth and depth of use cases is enabled through the execution of a specific vision and multi-year plan along with an enterprise-grade operational intelligence platform. The platform's APIs are being continually utilized to develop additional integrations and several additional high value applications.

### The Benefits

The value of leveraging real-time technologies at Wake Forest Baptist is measurable and sustainable, accounting for more than \$10 million in benefit. By automating temperature monitoring processes, Wake Forest Baptist is experiencing a savings of \$970,000 per year. Additional benefits include asset management, which is providing a savings of \$2 million per year and an increase in staff productivity that is valued at over \$2 million per year. Wake Forest Baptist has also been able to save \$3.5 million by eliminating the need to purchase redundant systems and avoiding unnecessary costs. The staff fully embraces the value of technology and incorporates it in their daily operations.

Looking back upon the project, Wake Forest Baptist is able to justify the effort and cost based upon the return already received and is looking forward to even more value as the ROI continues to grow with each new use case being deployed.

# What makes CenTrak Smarter?

**Clinical-Grade Locating™** – CenTrak's Second Generation Infrared (Gen2IR™) delivers certainty-based location data covering rooms, beds, bays, nursing stations, hallway segments and other relevant workflow areas. Rapid location and condition updates reliably capture interactions between equipment, patients and staff within seconds.

**Multiple form factors** – Largest selection of tags including reusable, single use, infant, wander, and staff badges provide options for all types of patients and care environments.

**Multi-Mode Technology** – A unique combination of Wi-Fi, CenTrak's Gen2IR, Low Frequency RF, UHF Active RFID, Bluetooth Low Energy (BLE), and others to future-proof investment and maximize ROI.

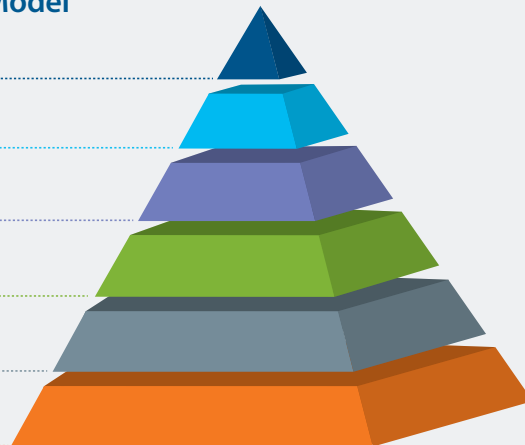
**Easy Installation** – Battery-powered devices are installed easily in patient care areas without the need to close rooms or deploy special infection prevention measures.

**Interoperability** – Open location platform for seamless integration with both existing and new applications including Nurse Call, Electronic Health Records, Capacity Management, Bed Management, Asset Management, Computerized Maintenance Management and Hand Hygiene Compliance

**Reliability** – Ensures critical location, condition and status updates are delivered to the application level. Enterprise-class monitoring provides at-a-glance visibility. Devices and tags are equipped with long-lasting batteries.

## Location Adoption Model

- Application Specific
- Sub-Room
- Clinical-Grade
- Limited Certainty
- Zones
- Presence Detection



- Hand Hygiene
- Capacity Management
- Staff Location
- ED Workflow
- Perioperative Workflow
- Asset Management
- Staff Duress
- Nurse Rounding
- Patient / Infant Safety
- Sterile Processing
- Asset Security
- Asset Tracking
- Wayfinding
- Inventory Management
- Nurse Call Automation
- Contact Tracing

*CenTrak's Enterprise Location Services leverage multiple technologies to maximize utility and ROI.*

## Patient Tags

Patient Tag Mini



newbaby™ Umbilical Tag



31-Day Tags



## Asset Tags



Asset Tag Mini



Asset Tag Micro



Multi-Mode Asset Tag

## Staff Tags



Staff Badge



Duress Badge

## Temperature / Environmental Sensors



Environmental Sensor



Environmental Sensor LCD



For more information please visit our website  
[www.centrak.com](http://www.centrak.com), email us at [marketing@centrak.com](mailto:marketing@centrak.com)  
 or call us toll-free at 800-515-2928.

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