

Dräger Professional Services

Implementing a new patient monitoring and IT system in a working hospital can be challenging for all concerned. Value-added consulting from Dräger Professional Services can help you maximize the clinical impact of your new monitoring solution, while minimizing disruption to patients and clinicians.



WHAT IS PROFESSIONAL SERVICES?

Professional Services is a team of experts from Dräger that is responsible for planning and implementing monitoring and IT solutions to satisfy your hospital's clinical and IT requirements and help you achieve your critical success factors. In short, we can help you turn a challenge into an opportunity.

TEAM OF CERTIFIED PROFESSIONALS

Dräger puts the professional in professional services by assembling a team of core subject matter experts:

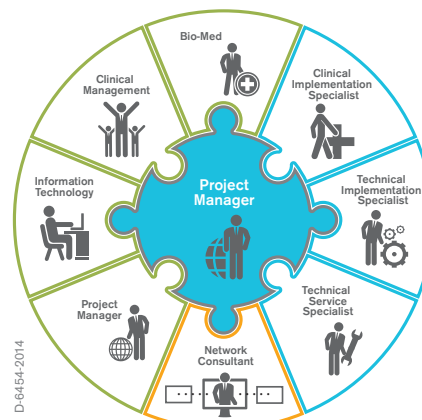
- Clinical Implementation Specialists (CIS) – Registered Nurses with active licensure in good standing, with Critical Care and OR backgrounds, so your implementation has a sound clinical foundation
- Technical Installation Specialists (TIS) – Technical experts with certifications such as Security+, Wireless, and Microsoft, to optimize your solution using industry-standard technology
- Project Managers (PM) – Dedicated project managers with Professional Project Management certifications, who use proven industry-standard methodology to ensure consistent, successful results
- Technical Service Specialists (TSS) – Highly trained technicians with years of experience in installing, testing and maintaining patient monitoring and IT systems, who know how to maximize equipment uptime

DRÄGER PROFESSIONAL SERVICE TEAM

Our team of Professional Services experts can help you create monitoring and IT solutions that satisfy your hospital's unique clinical and IT requirements.

For more information about Professional Services, please visit www.draeger.com/draegerservice

- Dräger Team Member
- Customer Team Member
- Dräger Managed 3rd Party Vendors



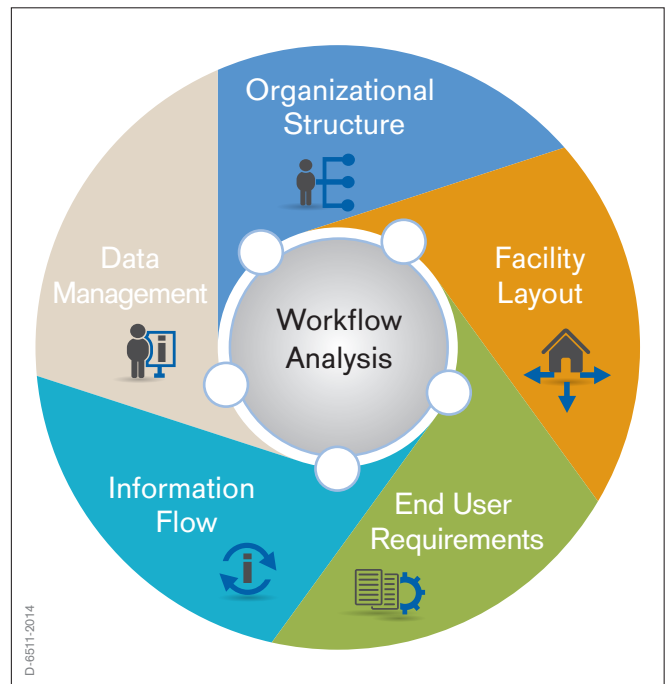
SUCCESSFUL RESULTS BASED ON DEFINED PROCESSES AND BEST PRACTICES

Our Professional Services team works from a standardized Project Management methodology consistent with industry standards and best practices. These defined processes are designed to provide dedicated oversight throughout each phase of the project lifecycle.

We start by working with your clinical and IT staff to understand your current equipment and processes, and then perform a clinical site survey to identify your strategic business and clinical objectives. We also identify potential workflow and process improvements. This process enables us to define the best Dräger solutions to meet your current and future objectives.

CUSTOMER-FOCUSED IMPLEMENTATION

To customize the solution to your specific needs, we focus on your hospital's critical success factors and engage your staff in all phases of the project. Our "sandbox" concept is a hands-on forum that allows your clinicians to work with Dräger devices in your environment and explore different configurations. Using the sandbox to test out your new clinical workflow helps ensure that the live implementation will meet your needs.



Alignment of Clinical and Technological Needs



Project Lifecycle Phases

MONITORING WORKFLOW – BASELINE ANALYSIS

Adopting new monitoring systems, EMRs, and other hospital-wide workflow changes is complex and can be very disruptive to current processes. Dräger offers special services to improve staff efficiency and mitigate potential patient risk factors.

Dräger's Monitoring Workflow Baseline Analysis identifies ways to streamline, automate, and improve staff efficiency through device optimization and clinical workflow. An analysis of concurrent processes enables us to identify inefficient processes. Through workflow redesign, Dräger helps improve processes related to device utilization by helping reduce any variation or broken process that lead to inefficiency.

Workflow analysis allows Dräger to integrate processes and device utilization into our hospital educational plans to help ensure end-user acceptance. Finally, we document the impact of these solutions in terms of time savings, quality improvements, and cost savings.

KNOWLEDGE TRANSFER

To ease the transition to your new system, Professional Services includes a carefully planned training program for transferring in-depth knowledge of the new monitoring and IT system to super users at your hospital. Once super users master that knowledge, they in turn train your staff. In this way, your staff can quickly gain optimal use of the new system.

PART OF A COMPREHENSIVE SOLUTION

Professional Services is part of the DrägerService® suite of service and training agreement options, which also includes plans to provide repair, preventive maintenance, and inspection of your Dräger medical equipment at a fixed annual cost, as well as ongoing education for your staff. Dräger can also provide custom solutions to meet your specific needs.

For more information about Professional Services, please visit www.draeger.com/draegerservice.

CORPORATE HEADQUARTERS

Drägerwerk AG & Co. KGaA
Moislinger Allee 53-55
23558 Lübeck, Germany

www.draeger.com

USA

Draeger Medical, Inc.
3135 Quarry Road
Telford, PA 18969-1042
Tel +1 215 721 5400
Toll-free +1 800 437 2437
Fax +1 215 723 5935
info.usa@draeger.com

CANADA

Draeger Medical Canada Inc.
2425 Skymark Ave
Mississauga, Ontario, L4W 4Y6
Tel +1 905 763 3702
Toll-free +1 866 343 2273
Fax +1 905 763 1890
Canada.support@draeger.com

Locate your Regional Sales
Representative at:
www.draeger.com/contact

