

# Mindray Clinical Education Program

## Fostering Confidence Within Your Team



The Mindray Clinical Education Program is designed to address the most critical day-to-day clinical challenges while providing your staff with a smooth go-live. Clinical education plays a vital role in supporting your nursing staff with the knowledge and skills needed to make the most of Mindray's advanced technology.

Your staff will be offered specialized training by our dedicated Clinical Education Team on the BeneVision Distributed Monitoring System (DMS) including how to combat some of the most prevalent pain points associated with telemetry transitions, workflow analysis, optimal parameter settings, and alarm fatigue. Our Clinical Education Team of experienced Critical Care Nurses is equipped to coach your staff on complex issues to help optimize critical alarm settings, enabling them to prioritize responses efficiently.

Every hospital's Clinical Support Program starts with the foundational training programs of either Advanced or Premium Clinical Education Support. These training models are scaled to address the demands of each implementation and number of departments. Clinical support options allow scheduling customization to address evenings, weekends, and even a weekend go-live requirement.

# Benefits of Advanced Technology and Clinical Education



## Improve Staff Satisfaction

Clinical education increases the confidence level of clinicians, keeping them up to date with healthcare trends and preparing them for getting the greatest return on investment on technology acquisitions.



## Improve Cost of Care

An investment in modern healthcare platforms allows for standardization and reduction of costs across multiple departments.



## Improve Patient Experience

Increased efficiency is a welcome experience for patients across the healthcare enterprise.



## Improve Clinical Outcomes

Advanced technology drives improved patient care and helps reduce the length of stay.







## A Partnership for the Successful Journey Ahead

At Mindray, we are committed to a partnership-driven approach, ensuring that your clinical staff feels confident throughout the journey. To this end, we have developed both Follow-up Support and the Dedicated Clinical Education offerings.

Follow-up Support provides concentrated three-day, post-go-live, on-site clinical sessions addressing workflow analysis, clinical troubleshooting, and additional superuser training. This additional support reinforces all previous training in the post-go-live environment.

The Dedicated Clinical Education option creates a unique one-year personalized relationship with a Mindray Clinical Education professional. In addition to quarterly, three-day on-site visits, this offer includes direct on-call clinical support with a dedicated professional familiar with your facility. Accessible within standard business hours, this clinician is your partner and clinical resource to address your questions throughout the year.

# Clinical Education Support

Scaled to Size of Implementation	Basic	Advanced	Premium
Typical Facility	Ambulatory Surgical Center (ASC)	Hospital	Hospital
Customization of Parameters/Alarms	✓ Standard defaults	✓ Customized defaults	✓ Customized defaults
Super User Training with On-site Flexible Training	—	✓ Up to 4 super user training sessions, 3 hour classes, 8 clinicians per class	✓ Up to 6 super user training sessions, 3 hour classes, 8 clinicians per class
On-line Training	✓	✓	✓
Go-live Support	✓ For DMS installs only	✓	✓
Evening Shift Go-Live Support 3 pm – 11 pm	—	—	✓
Post Go-live Support	—	✓ 1 additional day	✓ 2 additional days
Follow-up Support	—	—	✓ 3 additional days within 6 weeks of installation

## Clinical Support Upgrades

As desired, additional customization is available for purchase, such as follow-up visits, off-hour shift coverage, and weekend go-live. Follow-up Support and Dedicated Clinical Education are intensive, post go-live training designed to address needs with a single session or quarterly sessions throughout the year.

Additional Support Per Clinician Upgrade Checklist

<input type="checkbox"/> Weekday Evening Shift		<input type="checkbox"/> Weekend Evening Shift
<input type="checkbox"/> Additional Weekdays		<input type="checkbox"/> Weekend Go-Live
<input type="checkbox"/> Dedicated Clinical Educator		<input type="checkbox"/> Follow-up Support

Contact your Sales Representative to tailor the Clinical Education Program that is right for your team.

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