# avoira

fluent in technology

# CARPS

Smart hospital task, performance
and patient management solutions



⚡ 4G 📶 🔋 15:57

**Pat Baird**
005

LETED TASKS    MY CURRENT ITEMS    MY COMPLET

Portering
Delivery of emergency linen
AE.Store. → AE.Bay4.

5 mins ago

Portering
Empty Bed Movement - EBM
AE.Bay3. → AE.Bay6.

2 mins ago
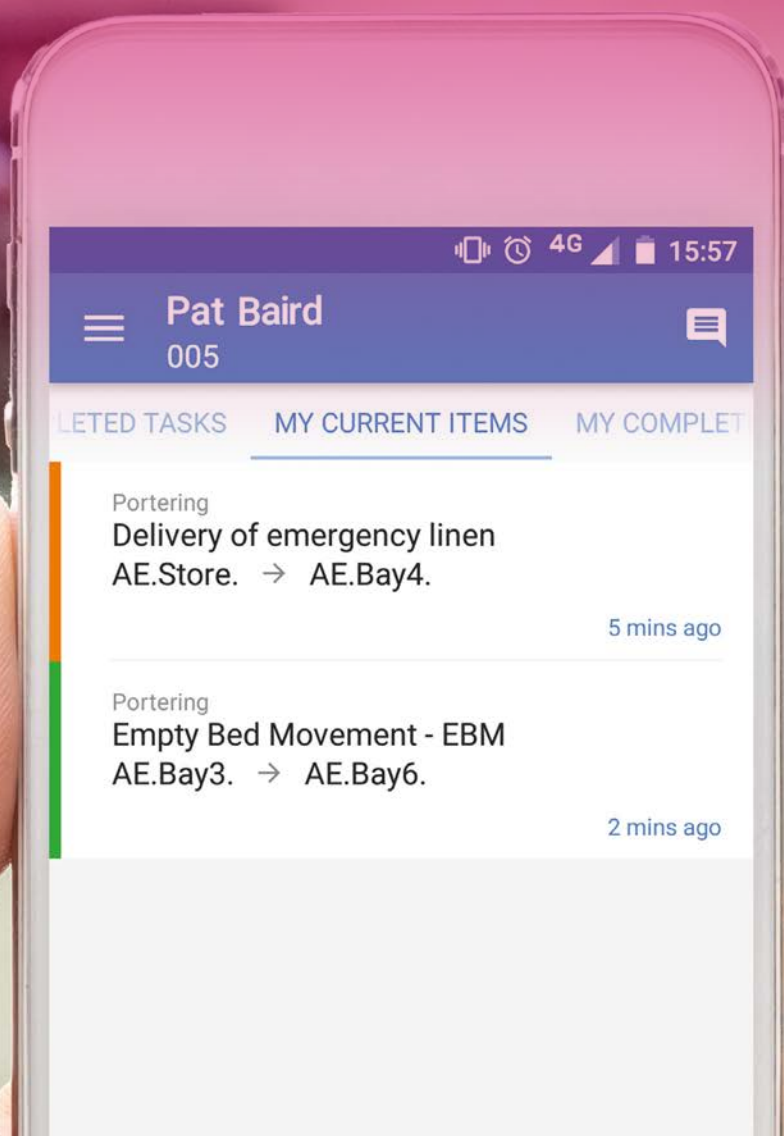
# About Avoira

In choosing Avoira you'll be partnering a company offering proven expertise in the delivery of highly sophisticated and integrated radio and smart devices with task management solutions.

With an impressive trading pedigree stretching back over 40 years, we have forged particularly strong partnerships with the facilities management professionals.

Working with both in-house FM specialists and leading outsourced providers, Avoira have helped revolutionise service delivery, compliance and monitoring in challenging public and private sector environments.

Our pioneering and market-leading radio division has grown in size and stature from roots laid down in 1976 when we were founded as a Motorola two-way radio service and repair specialist.

Whilst we have always led the way in championing the latest two-way radio innovations, our solutions-led approach has also seen us embrace a broader range of business communication technologies. You'll find that our specialist expertise also spans telephony, wide area, local area and business wi-fi networks, business mobiles and unified communications.

Our radio division serves an ever-growing and highly prestigious client base from our Bury headquarters and Bristol offices, with further business communications support delivered from Avoira's wider operations in Salford and Leeds.

# "At avoira we unite people through technology by combining our fluent thinking and technical proficiency."

# About CARPS

CARPS facilitates the fast, efficient and accurate management of tasks and patient flow and enables you to manage all your mobile staff via radio and smart devices.

In addition, it yields invaluable performance data to support and demonstrate adherence to service level agreements.

Whether you're managing a single multiple buildings, CARPS can identify and unleash operational efficiencies, allowing you to track mobile staff and their tasks, preventing the need for time-wasting returns to a central base.

### New resource location, bed and patient management functions

The latest CARPS modules can help you drive service standards and efficiencies still higher.

The CARPS Resource Locator pinpoints the location of wheelchairs, gas bottles, catering carts and other key assets, enabling faster commencement and resolution of tasks.

Typically integrated with a hospital's Patient Administration System, CARPS Bed, Bed Cleaning & Patient Management module provides real-time patient and bed updates and automatically generates bed and bay cleaning tasks.
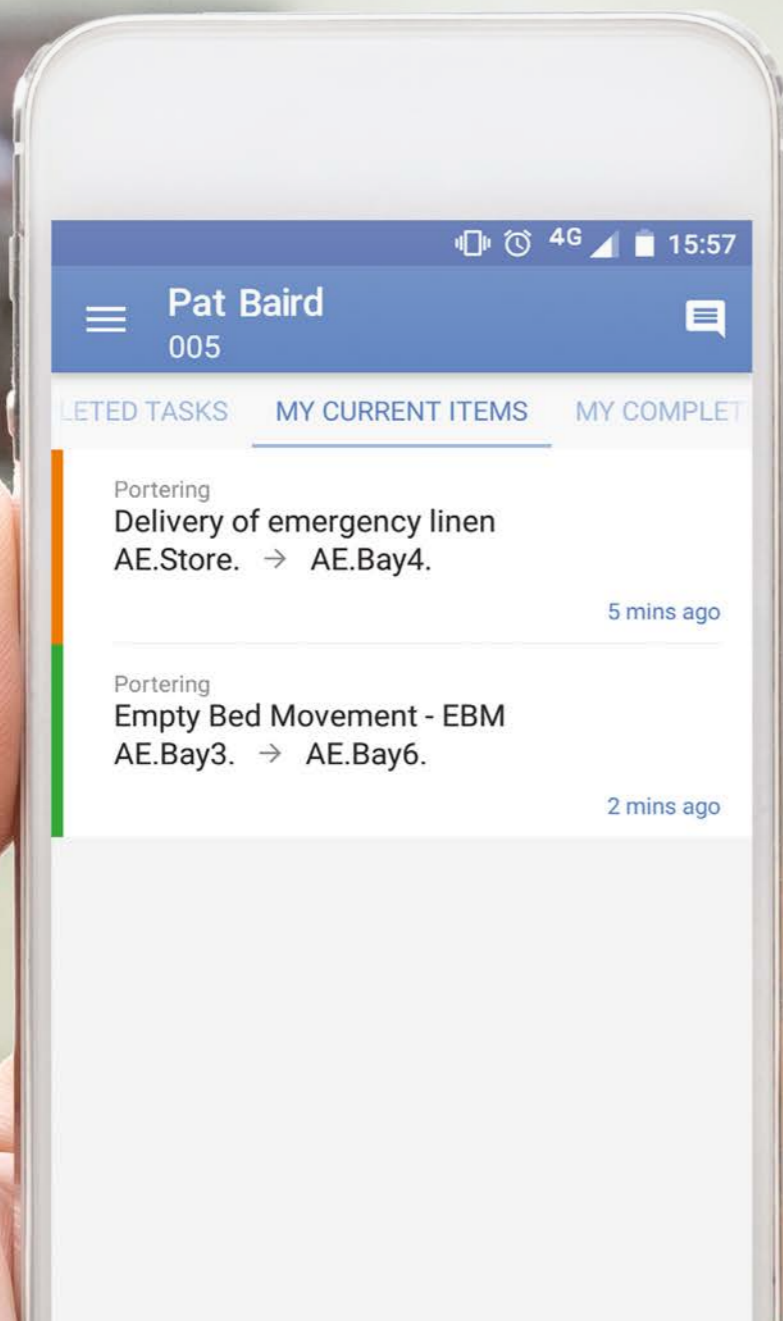
### Flexible and user friendly

Requiring minimal computer skills, CARPS enables either a single controller to manage an entire mobile staff presence, or multiple controllers to collectively run specific teams.

You can optimise staff utilisation and enhance service provision by pooling mobile staff whilst still delivering rapid responses to task requests.

# A simple 3-step process

## Making task management as easy as 1, 2, 3



### Pat Baird
005

LETED TASKS · MY CURRENT ITEMS · MY COMPLET

Portering
Delivery of emergency linen
AE.Store. → AE.Bay4.
5 mins ago

Portering
Empty Bed Movement - EBM
AE.Bay3. → AE.Bay6.
2 mins ago

## Booking

When the CARPS interface was designed, it's functional ease-of-use was given the highest priority. This means it's easier for you to make a booking than to send a text, and quicker than using the telephone.

The use of drop-down menus facilitates this fast and exact process. From a predefined list you simply select which department is making the booking, then the task and where it is to start and to end. You can also easily add information, such as equipment or patient's name.

A single click on the Enter Task button will send your request to the controller or android mobile device.

You can also prioritise tasks manually or they may be automatically associated with a specific task category. If they are recurring you can pre-book them to automatically appear.

This is so much more than simply a bookings form. Dynamic and user-friendly it will enable your staff to check how requests are progressing, keeping the need for time consuming telephone updates to a bare minimum.

## Scheduling

To empower your controller to schedule efficiently and fairly, CARPS provides precise, real-time information on location and availability of staff across your operations.

This includes data such as team membership, the length of time spent awaiting further instruction, if they're on a break and how long they have been working on a task.

All tasks requiring scheduling are presented in order of priority on an at-a-glance screen list. Your controller will also be equipped with a full staff list, grouped by team/category, their last known location and status. This data can inform the efficient allocation of tasks to the most appropriate team member at that moment.

Once a task has been allocated, details are immediately transmitted to the operative's radio or android smart device, removing the need for verbal contact.

You'll find it's impressively quick, simple and highly efficient.

## Completion

The operation of radios and android smart devices is as clear and user-friendly as the wider, CARPS experience.

Once your team member has digested the information, they simply press a button to accept the task and proceed to its location. Once there, a second button press indicates they're on with the task.

A quick click is also all that's needed to update your controller of the task's completion and team member's location.

Throughout the process, all information is automatically logged with the radio and android smart devices our experts recommend offering a full interface with CARPS system.

# Asset, operative, bed and patient management – made easy

The latest CARPS functionality makes light work of best managing your key operational assets, people and patients.
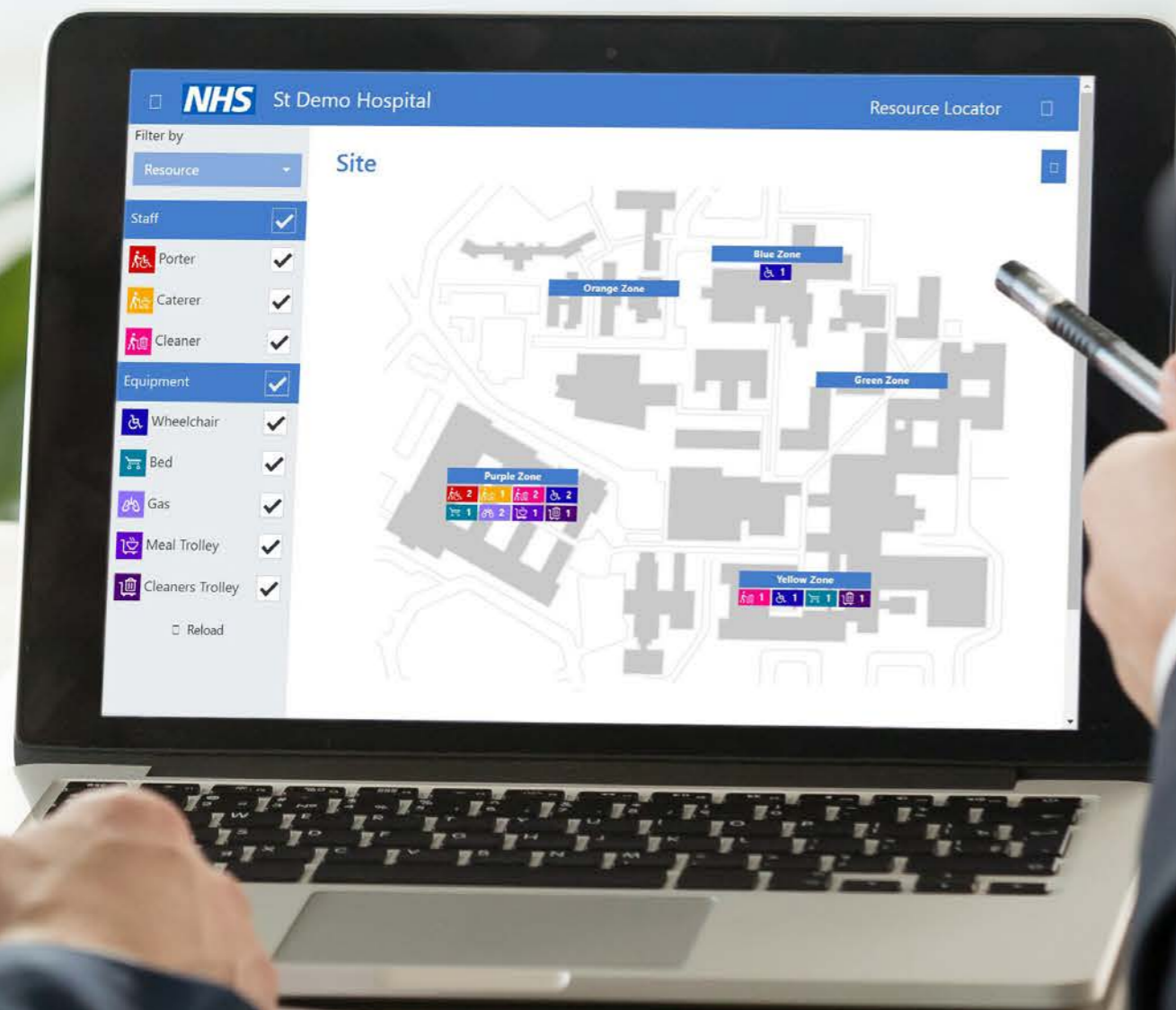


## Smart moves

CARPS' smart technologies now empower you to further streamline delivery of services, helping your staff operate more efficiently and smoothing patient flow through your hospital.

**CARPS Resource Locator**
This powerful tool allows you to effectively track both staff and the assets they rely on to complete tasks and best support patients.

It cleverly allows you to view at-a-glance and in real-time not just where your staff are – but the nearest available equipment required by them to fulfil a pending task.

By, for example, directing a porter to the closest wheelchair, a food services assistant to the nearest catering cart or a cleaner to handiest scrubber dryer, they can respond quicker to a task request.

Having assisted a rapid response, the system will also provide you with documented evidence of your staff's arrival at a task location.

## Key benefits

- Minimised response times – your staff can be recorded On Job as soon they arrive at a task location.

- Performance audit – proof of task location attendance and response times.

- Automatic staff reassignment – nearby or on route operatives can be reallocated to newly arising tasks.

- Real-time, site-wide tracking of assets such as wheelchairs, gas bottles and other task-dependent equipment.

- Visual display provides an at-a-glance overview of staff and asset locations.

# CARPS Bed, Bed Cleaning & Patient Management system

This smart new technology offers managers and controllers a quick and easy way to confirm the status of patients and beds.

Smarter still, it will also automatically task any required bed or bay cleaning and can generate patient move requests.

A great resource for bed managers it can identify and report on bed type, availability, status per patient and enable reservations for future patients.

Integrated within the CARPS task requests Logger, the system typically offers seamless access via the Health Level 7 (HL7) interface to your Patient Administration System.

## Key benefits

- Immediately identifies the last known location of patients, including if they are off ward for treatment.

- At-a-glance reporting of patient tasks already carried out and those booked.

- Reports current status of beds, including their type, allowing easier identification of available beds and occupancy management. Bed status reporting runs ahead of Patient Administration System discharge processing.

- Automatically generates bed and bay cleaning requests.

- Automatically generates patient move requests via HL7 interface.

# Manage your service

Powerful, intuitive, and offering a host of task, performance and patient management functions, CARPS is indispensable for hospital facilities managers. It doesn't just help you perform more efficiently and effectively; it documents that performance. This sophisticated system yields a host of reports that enable you to quickly optimise operational efficiency.

**Increasing service levels**
By allowing you to swiftly and easily allocate tasks to the most appropriate member of staff, CARPS promotes improvements to service delivery whilst optimising staff utilisation. You can do more – and do it better.

Because the system lets you detail and respond faster to all task requirements, your support staff will be empowered to perform tasks more efficiently and enhance the patient experience.

You can also set tasks against service level agreements and generate warnings if you're in danger of breaching. Even for a breach caused by events beyond your control, CARPS enables you to mitigate a task.

# Key benefits

- Simple to book via remote booking software or telephone
- Rapid, easy task distribution to both radio and smart devices, including automatic reassignment for swift new task request responses
- Optimises utilisation of mobile team members who are required to multi-task across site
- Swiftly accepts and allocates tasks without requiring staff to return to a central base
- Records all relevant information relating to the task and service delivery
- Quickly and easily yields detailed management reports
- Fully integrated and scalable to allow single/multiple controllers to run a team/s
- Promotes smarter, more efficient, patient-friendly bed management
- Real-time tracking of staff and key assets
- Interface into Patient Administration Systems

# Increased productivity

Exploiting CARPS' impressive functionality can increase staff productivity by up to 30%.

It empowers you to easily identify and analyse service demand patterns by department, allowing you to accurately direct staff to where and when they're needed. This enables you to allocate tasks fairly and accurately, reducing errors and downtime.

With easy, instant provision of the staff and asset locations, together with bed and patient status reports, you can significantly enhance patient flow and bed management.

Because they will no longer be required to issue telephone instructions, your clients can gain valuable time, no longer needing to hold for an available controller or track down local support staff.

Your controller's time will be more efficiently spent. Without constant telephone interruptions they can focus on allocating and tracking tasks, from booking to completion.

Improvements in controller-staff communications eliminate many of the delays associated with traditional task management. Real-time communication means your staff will be instantly notified of their task.

Staff breaks can also be more easily allocated and evenly distributed. Each of your team members will receive notification of their breaks via their two-way radio or smart device, with CARPS automatically flagging their availability when a break finishes.

In addition, data yielded by CARPS' comprehensive reporting suite will simplify, accelerate and improve rostering. This will assist you in ensuring appropriate staff numbers are accurately allocated according to operational needs.

# Performance analysis

By using the powerful CARPS Reporting Suite you can easily generate reports regarding the provision of support staff to departments. Easy-to-read and analyse, these detail the performance of controllers and support staff, enabling provision of regular and accurate feedback to clients, controllers and support staff.

The CARPS Reporting Suite can assist you with:

**Benchmarking**
By assisting you in benchmarking internally, externally, nationally and internationally, departmental reports help ensure you maintain and improve standards.

**Service level agreements**
Provision of extensive and precise data mean adherence to service level agreements can be easily monitored and services charged out (if required).

**Complaint resolution**
Accurate and extensive audit trails include the name of the support staff member, time-stamps of all relevant stages of the task, equipment used and number of staff involved.

**Accurate forecasting**
CARPS' management reports let you confidently forecast demand and develop SLAs and ensure support staffing levels can be easily matched to forecast need.

**Detailed reporting**
Whilst reports are detailed they are easily digestible, with graphical summaries employed where appropriate.

You can also apply filters to focus on specific details within different reports. For example, a report can show daily analysis (hour-by-hour) demand from each department to easily identify peaks and troughs in demand and service delivery. This information enables you to plan and provide appropriate support staff across the entire organisation for any given period.

**Reducing risk**
Because CARPS delivers the professional management and control of tasks, the risks associated with the performance of support services can be reduced.

For example, the system can help prevent collection of the wrong patient or the despatch of a team member without appropriate protective clothing. Audit trails promote adherence to protocols through logging of individual team member's details and relevant time stamps.

The feedback from CARPS users has been overwhelmingly positive. All have reported benefits in both time and resources, acknowledging that management is given the opportunity to achieve more. The efficiency afforded by CARPS results in substantial cost savings for any organisation.

# Reporting Suite

CARPS transforms a formerly time-consuming process into one that's immediate and efficient. It does this by enabling you to generate reports instantly and without the need for additional data entry. These can be exported as Word, Excel or PDF files allowing for further analysis and easy distribution, including via email.

# Installation

The sheer power, ease of use and effectiveness of CARPS has been proven in the field at Avoira sites across the UK and internationally.

Organisations which benefit from CARPS impressive capabilities include University Hospitals Birmingham, Imperial College Trust, Walton Centre, Manchester University Trust and the University Hospital of North Midland.

Recognising no two sites or client needs are the same, be assured too that Avoira's expert team provide bespoke designs for every CARPS installation.

To configure your CARPS system, our team simply requires the following details:

- All locations that staff will be required to visit and departments that are authorised to book work through the system.

- All tasks that operatives may be asked to perform and items that may need to be collected, cleaned, repaired etc.

- All staff that will be working with the CARPS software. This should include controllers and operatives for each department.

# Customer Support

Because we take service excellence as seriously as you, we have a dedicated, full-time CARPS team. With direct access to the system's software engineers our in-house experts are fully equipped to swiftly resolve technical issues.

Our highly responsive helpdesk facilities are complemented by remote access which is provided as a standard tool to accommodate our outlying customers.

# What our clients say

"The fact that every single call and status change is logged and time-stamped means we're quickly able to create very powerful reports to demonstrate the quantity and, more importantly, the quality of service that we're delivering."

Anthony Slater
IT Implementation Manager (New Business)
Sodexo.

# Want to know more?

# Call our dedicated CARPS team on 0333 001 5151

At avoira we unite people
through technology by
combining our fluent thinking
and technical proficiency.