

## Flo Healthcare – Frequently Asked Questions

### 1.) What role does Flo Healthcare’s suite of workstations on wheels (WOWs) play in the healthcare industry, and how are they used?

Flo Healthcare’s (Flo) mobile workstations on wheels (WOWs) enable clinicians to capture and view critical patient data, in near “real time,” via information systems accessed at the point of care. Flo’s mobile workstations integrate enabling technologies and computing devices with top-of-the-line clinical carts that facilitate point-of-care access, easing the transition to electronic medical records (EMRs) and, ultimately, a paperless environment. Mobile workstations typically are introduced in conjunction with the rollout of nursing point-of-care clinical documentation and electronic medication administration record (eMAR) applications.

Emerging technologies, such as telemedicine and real-time location systems, are newer solutions well suited for WOWs. In addition to using them as mobile point-of-care devices, some hospitals report using Flo workstations as quasi-stationary desktops in rooms or alcoves designated as charting areas. Others use them as stationary dedicated point-of-care devices, in both inpatient and outpatient settings.

Clinicians choosing WOWs over other devices value a convenient work surface, large computer display, integrated technologies, and ready access to medications and critical supplies. Organization leaders prefer WOWs because they offer the ideal combination of mobility and durability for accessing data at the point of care.

Flo offers a comprehensive suite of robust “best-in-class” mobile workstations that can be customized to meet the specific needs of the healthcare organization (HCO), and to enable already established workflow processes. Flo’s WOWs are designed with technology options and upgrades in mind. It is easy to change or upgrade various components, making it straightforward for hospitals to evolve and “scale up” as new technology becomes available or as their needs grow. Flo delivers durable, high-performing, low-maintenance mobile workstations with a patented ultra lightweight design, small footprint, and long lasting power supply, all of which set Flo apart from its competitors.

Flo intends to continue leading the mobile workstation industry by providing enhanced functionality and integrated technologies targeted at improving patient safety, clinician efficiencies, timeliness of patient diagnosis and treatment, device ease of use, and mobility. Flo clearly outperforms other mobile workstation solutions that are not built purposely for point-of-care access or optimal clinician use and satisfaction.

### 2.) How widely are Flo’s WOWs deployed?

With the proliferation of EMRs and other wireless technology, WOWs have become the predominant point-of-care mobile device form factor, with more than 75 percent

of US hospitals reporting WOW adoption<sup>1</sup>. Flo leads the healthcare industry with mobile devices and wireless infrastructure systems installed within approximately 900 diverse hospitals and clinics in the United States, Canada and Europe. Flo has a nearly decade-long track record for hospital-wide and large-scale wireless implementations, more than any other point-of-care solutions provider.

A successful implementation starts long before the devices are delivered. The Flo Healthcare service team supports:

- Wireless network analysis, determining the infrastructure best suited for each facility's operational needs, system installation, preventive maintenance inspections, diagnostics and troubleshooting, software upgrades, and repair services;
- Assistance with wireless LAN design, site survey and installation, and wireless network monitoring services;
- Installation services to help plan, manage, and execute the implementation project for successful deployment of mobile solutions;
- A variety of post-installation service and maintenance options.

Flo recognizes that mobile workstations are part of larger business-driven IT initiative requiring provider organization leadership, process redesign, training, and change management to ensure success. Since device adoption is tied to EMR benefits realization, it is important that mobile workstation implementations are aligned with an organization's targeted business and IT goals.

### **3.) Who are the typical users of the Flo's WOWs?**

Today, the WOW users are predominantly nursing personnel, such as registered nurses and nursing assistants. Other users include allied health professionals, such as respiratory therapists, and clerks collecting data at the point of care. A smaller but increasing number of physicians use WOWs. This group is largely house staff, such as hospitalists and intensivists who use them while rounding. Their recent activity includes the ability to remotely "visit patients" via telemedicine capabilities.

### **4.) What types of HCOs currently use Flo's mobile workstations, and in what care areas do they use them?**

Flo's mobile workstations are in use in a variety of academic medical centers, children's hospitals, mid- to large- size integrated health systems, and community hospitals.

Flo's WOWs have been successfully deployed in a wide range of points of service, including: emergency departments; operating rooms; post-anesthesia care, intensive care, and pediatric and orthopedic units; and diverse primary care and multi-specialty outpatient clinics and infusion centers.

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<sup>1</sup> HIMSS Analytics, 2006

## 5.) What are the basic components of a Flo WOW?

The Flo WOW includes:

- A sleek, ultra lightweight cart with a small footprint that is easy to maneuver and fits in small spaces, a footrest, and specially-designed swivel wheels for easy rolling on any surface;
- An on-board PC or thin client computer with a technology enclosure to protect the device from liquids spillage;
- A 19" monitor that tilts and rotates;
- A fully adjustable, retractable keyboard that can be set at an ergonomic height;
- A power system designed for consistent performance and uptime in a mobile environment;
- Wireless LAN connectivity via high-gain antennas mounted on the work surface. Flo WOWs work with all standard wireless networks;
- An aesthetic color scheme along with a high quality finish.

Flo's general purpose and medication management workstations can be augmented with additional capabilities, including a bar code reader, touch-screen video display, printer, biometrics for identity authentication, RFID-enabled patient and asset tracking, wireless monitoring and data collection, and a variety of options for storage, such as secure medication drawers and utility baskets.

## 6.) What are the key benefits of Flo's WOWs?

Flo's WOWs enable EMRs to be accessible at the point of care, for near-real-time charting and information access and review.

Key benefits enabled by WOWs include:

- Improved Patient Safety:
  - Near-real-time entry of patient data at the point of care enables local and remote physicians and clinicians more accurate and timely information for clinical decision support;
  - Mobile workstations enable clinicians to view new orders as soon as they are submitted into the EMR;
  - Supports bar-code technology that enables "five rights" (right patient, drug, dose, route, and time);

- Access to eMAR enabling closed-loop medication management and safer medication administration process;
- Embedded monitor data capture and integration with EMR supports more timely and accurate patient assessment data;
- POC order entry can reduce turnaround times for tests and speed initiation of targeted interventions and treatments;
- Time savings gained can be reallocated to direct patient care activities (increasing RN hours per patient day has proven to decrease patient morbidity and mortality).
- Improved financial performance and clinician efficiency:
  - Medicare 2008 rules tie nursing care and documentation to reimbursement. (With the change in Medicare rules in 2008, CMS will no longer compensate hospitals for treating three “never events” and five “reasonably preventable” conditions. Nurses are responsible for or actively involved in six of these. Hospitals will not be permitted to bill the beneficiary for any charges associated with these conditions. With nursing care and supportive documentation now tied to reimbursement--or non-payment--, healthcare provider organizations are even more keenly focused on point-of-care applications and workflow enabling mobile devices.)
  - Point-of-care charting avoids duplicate and error-prone dual charting and saves time going to a centrally located terminal for data entry or printouts;
  - Wireless monitoring and data capturing saves more than one hour per shift, per RN or CNA;
  - Patient data entered in near real time is communicated faster to physicians and other care providers, potentially reducing turnaround time in the workflow for the entire team;
  - Time saved with the ability to take key supplies and clinical devices to the point of care easily, and less time looking for a workspace when in the patient room;
  - Improved patient service and satisfaction;
  - Time saved by clinicians can be redeployed in providing direct patient care – increased RN hours per patient day can increase patient satisfaction;
  - POC order entry can reduce turnaround times for tests and speed initiation of targeted interventions and treatments leading to improved service and decreased wait times.

## 7.) How is the design of Flo's WOWs different from competitors'?

As a pioneer in mobile workstation technologies in healthcare, Flo leads the industry in innovation, holding seven U.S. patents for mobile technologies, including the mobile clinical workstation.

Flo has incorporated a deep understanding of clinicians' needs and the attributes of the healthcare setting into the design of its mobile workstation solutions. Design considerations include:

- A sleek, ultra lightweight cart with a small footprint that is easy to maneuver and fits in small spaces, e.g. patient bedside in a hospital room;
- The costs of labor, unit and battery replacement, support, and product "downtime;"
- How design factors relate to clinician adoption and productivity, and the detrimental effects that poor adoption has on quality of care and patient safety;
- The ability to customize and easily upgrade to extend the life of the workstation;
- A low total cost of ownership solution that is widely accepted and consistently used;
- Ergonomics and superior aesthetics reflective of professional status of clinician users in achieving optimal WOW adoption and satisfaction;
- The importance of offering the highest performing power system, with high up-time and easy-to-use status monitoring. Flo's NiMH battery offers four times the service life of standard competitive offerings (based on Flo NiMH vs. general market SLAs);
- Customized infection control based on customer requirements. Flo can integrate washable keyboards, keyboard covers, and other infection-preventing barriers. Cables are integrated into the Flo carts providing for fewer surfaces—and cords—to clean.

The Flo mobile workstation seamlessly incorporates software, computer hardware (either a PC or thin client), a power source, and a work surface as well as storage, ergonomic design, and technology accessories.

Flo offers the most well-designed, highest performing WOW in the market. Mobile workstations are tailored to each individual customer's needs. Pre-assembled devices include fully integrated components, enabling fast, "out-of-the-box" WOW deployment on delivery.

## **8.) How are Flo's WOWs used with other mobile devices?**

Point-of-care wireless device adoption and performance have been under greater scrutiny with increased industry-wide deployments of EMRs and other patient-safety-driven IT initiatives and commensurate growth in device types, models and vendors.

The vast majority of hospitals report a "blended" environment, deploying a variety of point-of-care devices, including WOWs, tablets, laptops, hand-helds and other mobile and portable solutions. Clearly, there is no single form factor that perfectly meets the needs of all users, for all processes, in all care settings.

WOWs to date have been, and will likely continue to be in the foreseen future, the dominant point-of-care device type. However, each form factor has advantages and disadvantages, and clearly not all solutions are created equal. It is important to select an appropriate device type and the best-suited vendor/solution. Device preferences vary by organization, care delivery model, clinical process, care setting, and individual user.

While "purists" promote the concept that each user should be able to select a preferred device for each process and setting, many hospital executives see this approach as costly and impractical. Executives report seeking a limited number of proven, high performing, complementary device types in order to simplify and reduce costs of implementation and training as well as device procurement, management, and maintenance.

Recently, several vendors have delivered newer generation tablets customized for clinicians, e.g. the Motion Computing C5 mobile clinical assistant (CMA). Flo is working with clients piloting a Flo solution with Motion C5 tablets affixed to Flo's WOWs, thus augmenting Flo's traditional WOW advantages with a "grab and go" mobile tablet. A variety of handheld devices, e.g. those supporting eMar applications, have been implemented. However, small screen size and other inherent limitations of these devices inhibit wider-scale adoption for clinical documentation and CPOE.

Flo recognizes that as technologies and applications advance and healthcare organizations mature, point-of-care mobile devices will continue to evolve and become increasingly seamlessly integrated in clinician workflow and care delivery patterns. Selection of clinically and financially "high performing" mobile devices is key for enabling EMR benefits and return on investment.

## **9.) What is the future direction of Flo Healthcare related to point-of-care products and services?**

Flo Healthcare continues to set the standard in delivering the industry's most fully functioning, robust, lightweight, highly mobile WOWs and related wireless technology solutions. And we plan to continuously improve upon our products. As the level of integration and the sophistication of functionality increases, Flo's point-of-care devices will become even more relevant to the point-of-care environment in both large hospital systems and ambulatory environments.

For example, Flo WOWs can integrate enabling devices to facilitate telemedicine, medical imaging, and data capture solutions, making the mobile workstations become more functional across departments in the HCO. All of this functionality can be added or removed as required by different users or departments, creating a new physical standard.

Solutions like the Flo WOW, that meet the business needs of today while at the same time providing a scalable platform, allow facilities to better leverage their IT investment over the long-term. The enterprise-wide use of mobile workstations through multiple life cycles has led to technology improvements in software utilities, power efficiencies, scheduling methods, reporting tools, integrated access controls, and security.

Emerson's commitment (NYSE:EMR), through the InterMetro division (Metro), and its acquisitions of Flo Healthcare and Lionville Systems, are extending the use of technology in medication management, supply and materials management, and clinical system access to improve patient care. Our collective focus is to provide complete solutions that optimize space utilization, improve workflow productivity, and ensure patient safety. We are leveraging technology in all of the markets to provide green, cost-effective and innovative products and services worldwide.

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