

# DS smart<sup>®</sup>

## CUSTOMER SUCCESS STORY



Powered by  
**DIRECT  
SUPPLY**

# DS smart<sup>®</sup> Technology

## Brings EMR Connectivity & Increases Staff Efficiency: Customer Success Story



As the most simplified EMR connectivity solution in Senior Living, patent-pending DS smart<sup>®</sup> technology allows caregivers to instantly capture, protect and connect data to EMR-connected equipment, such as wireless vital signs monitors and scales.

Read on to learn how one community took advantage of the time saving power of DS smart.



# The Power of DS smart<sup>®</sup> and EMR Connectivity



## The Benefits of DS smart's Medical Device Integration with EMR

This Senior Living community was on the hunt for a product to increase CNA efficiency and vitals collection accuracy while performing daily vitals rounds. DS smart's medical device integration with EMR connectivity delivered the following benefits to the community:

### Accurate Vital Machine Readings and Increased Staff Efficiency

Before DS smart, caregivers were using various types of vitals devices. The varying devices would render different readings and caregivers would end up jotting down unmatching results. To later input the results into the EMR, they'd have to re-take all the readings.

### Corporate Clinical Expectations

To ensure communities are meeting their unique corporate clinical expectations on app usage, each community is assigned a dedicated DS smart Customer Success manager who sends weekly emails with valuable data and caregiving reports.

### A+ "Building Health Score"

DS smart seeks to ensure that each building is doing more than just checking boxes and logging in to record vitals. The DS smart team strives to help each community achieve an A+ "Building Health Score" to better the lives of residents and caregivers.



"We needed something to streamline and standardize our approach for staff accountability and uniformity. With everyone on the same page, using the same vitals machines and a really easy app to navigate on tablets, we've achieved great outcomes over the past five months since rolling it out. Most importantly, we've got buy-in from the CNAs using these tools. Training was quick and straightforward. Everything makes sense on how it's used. It makes rounds way faster to get through."

- Customer on how DS smart has contributed to the success of the organization



"On any given day, we know how many times caregivers are logging in, plus how many and which vitals readings are being taken and sent to resident charts. That's important because we want to make sure people are doing their jobs, and we're getting the most out of DS smart."

- Customer on leveraging valuable data with DS smart



"Our census times the number of vitals rounds taken per day gives us a target to hit for total readings into our EMR charts. At the last report, our score was an awesome 95% app usage for pushing all vitals into charts being done with DS smart! It's been a collective effort. We've all worked very hard to achieve these results and are proud to be in the place we're in with DS smart today, and we plan to keep it up. Once you get an A? Nobody wants to go down a peg. That has become a matter of building pride for us now."

- DS smart user on using the "Building Health Score"

# The Power of DS smart<sup>®</sup> and **EMR Connectivity**



“With the 5-minute training video right there on the app and on the tablet – it’s so easy to get into and follow. We were able to train our staff in no time. Our Direct Supply implementation specialist went above and beyond to set us up. The customer success manager even showed us “practice mode,” where we could go through everything in a hands-on way to get comfortable before taking the vitals machines into resident rooms and using the system for real. It’s nice to have that level of comfort to overcome those tech fears some found a little daunting at first.”

- DS smart customer on training and program implementation

“We feel like we’re being heard. This is a true partnership. Feedback matters to the Direct Supply team. When we need anything, they are quick to respond. I feel like when we have ideas to make this technology an even more valuable tool, they are going to take that to heart and work to accommodate or make our idea even better. We value that commitment to service and execution as much as the tech that comes along with it.”

- DS smart customer on working with Direct Supply

## Overcoming Challenges with Smart Technology

Change can be hard and old habits can be even harder to break. When it came to first embracing smart technology for vitals reading, this customer experienced some initial staff reluctance. With DS smart’s helpful in-app training, it didn’t take long for the entire community’s team to embrace the power of DS smart.

## Connecting with the Direct Supply DS smart Team

DS smart technology doesn’t just offer an optimized approach to vitals collection and EMR connectivity. Direct Supply and the DS smart team seek to deliver a seamless partnership and want to constantly serve communities and their caregivers.

DS smart technology offers newfound staff efficiency and cost reduction by automatically uploading resident vitals to your EMR, eliminating transcription errors and ensuring data accuracy. And with competitive pricing, DS smart EMR connectivity provides unrivaled total cost of ownership.

## Increase Staff Efficiency with DS smart in Your Community

To see how DS smart technology could work in your community, [click here for a free demo](#). Or check out [our calculator](#) to see how much time and money your community could be saving with wireless vital signs monitoring.

