

**Certified...**

- + ISO 13485:2016
- + Medical Device Single Audit Program (MDSAP)
- + Women's Business Enterprise (WBE)
- + Women-Owned Small Business (WOSB)

## TubeClear Call Points / Appointment Targets

Facility: \_\_\_\_\_ Location: \_\_\_\_\_

**Burn Unit** Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Comments: \_\_\_\_\_

- Why is meeting the caloric goals important to the patient? Hydration?
- How important is it to keep the enteral device patent in a burn department?
- How important is it to your department to work with your RD?
- How can I help you with your enteral feeding protocols?

**Emergency Department** Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Comments: \_\_\_\_\_

- Are you a busy ED? Tell me about your department.
- Would it help the department if you had a quick, efficient procedure to declog enteral feeding devices including gastrostomy tubes and Salem Sumps?
- Would reduction in man hours, bed space, supplies, actual time spent in the unit to declog a feeding tube be important to your department?
- Would it increase patient satisfaction? Increase positive reports to Management regarding the Affordable Care Act? Would your department be incentivized with better patient outcomes and reduced costs?

**GI/Digestive/Endoscopy** Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Comments: \_\_\_\_\_

- Tell me about your department. What kind of G.I. enteral devices do you place in your department?
- How important would it be to you if the occluded ostomy enteral feeding device could be remedied at the bed-side without having to replace it?
- How important is to you to have units be proactive so an ostomy device never becomes clogged?
- How would it be important for you to greatly minimize clogged tubes occurrences, have better patient outcomes with enteral therapy and medication? Reduced costs including LOS?
- How can I become a value team-player with your department?

**ICU:** \_\_\_\_\_ Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Comments: \_\_\_\_\_

- Tell me about your department. Tell me the general protocols when administering enteral nutrition to your patients.
- How important is meeting daily caloric goals? Hydration? Medication?
- How important would it be to you to greatly reduce nursing time to remedy a clog tube at the bed-side without having to replace it?



- How important is it to you to be able to be proactive so a feeding tube never becomes clogged?
- How important would it be for you to greatly minimize clogged tubes occurrences, have better patient outcomes with enteral therapy and medication? Reduced costs including LOS?
- How important for you is it to use a simple and effective system to declog feeding tubes without minimal down time?
- Could this be revenue generating for your department?
- How can I become a value team-player with your department?

ICU: \_\_\_\_\_ Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Comments: \_\_\_\_\_

ICU: \_\_\_\_\_ Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Comments: \_\_\_\_\_

ICU: \_\_\_\_\_ Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Comments: \_\_\_\_\_

#### **Nutrition/Metabolic Support**

##### **Team/Dietetics**

Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Comments: \_\_\_\_\_

- Tell me about your department. Tell me the general protocols when administering enteral nutrition to your patients.
- How important is meeting daily caloric goals? Hydration?
- What is the length of time is deemed critical when enteral therapy is stopped?
- How do you coordinate with Pharmacy when a feeding tube is clogged and/or removed?
- How would it be important for you to greatly minimize clogged tubes occurrences, have better patient outcomes with enteral therapy and medication? Reduced costs including LOS?
- How important for you is it to use a simple and effective system to declog feeding tubes without minimal down time?
- Could this be revenue generating for your department?
- How can I become a value team-player with your department?

#### **Interventional Radiology**

##### **Department**

Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Comments: \_\_\_\_\_

- Tell me about your department. How does your team interact with an enteral feeding tube? How do you team with others when there is a clogged feeding tube?
- How would it be important for your department to support a system that would proactively greatly minimize clogged tubes occurrences, have better patient outcomes with enteral therapy and medication? Reduced costs including LOS?
- How would this system impact your department?
- How can I become a valued team member?

**Oncology Department**

Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Comments: \_\_\_\_\_  
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\_\_\_\_\_

- Tell me about your department. How does enteral therapy play a role with your patients?
- How important would it be for you to greatly minimize clogged tubes occurrences, have better patient outcomes with enteral therapy and medication? Reduced costs including LOS?
- How important for you is it to use a simple and effective system to declog feeding tubes without minimal down time?
- How can I be a valued team player in your department?

**Palliative Care Department**

Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Comments: \_\_\_\_\_  
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- Tell me about your department protocol when enterally feeding your patients. What are your goals with your enterally fed patients?
- How do you integrate compassion and comfort with your enterally fed patients when their feeding tubes become clogged? How do you handle this issue?
- How can we help your department to improve patient and their family satisfaction with your enterally fed patients?

**Pharmacy Department**

Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Tell me about your pharmacy department procedures regarding how you deliver medication to the units. What considerations do you make for patients with enteral access for their medications?
- What is the protocol for multiple doses with the same patient daily? Particularly considering the frequency of medication administration and the enteral feeding delivery method (continuous, bolus, intermittent, etc.)
- Is there a problem when mixing medication with enteral formula in your Hospital?
- What is important to you, with your enterally-fed patients, when delivering prescription(s) to your patients?
- How do you know if your patient received the prescription if the feeding tube is occluded or the feeding is stopped? Feeding device removed? What is your protocol to alleviate this situation?
- How important is to have a patent feeding tube when delivering medications?
- How important is it to you to eliminate clogged enteral feeding tubes to know that your patient received his/her medication? And secondly, reduced medication waste, and reduce additional costs of retreating the patient? Is patient satisfaction important concerning the delivery of medication?
- How do you team with your Nutrition Department when you have a clogged enteral feeding device?
- How do you handle wasted medication? Do you ever have to resort to TPN, PPN for your delivery mechanism when you have a clogged feeding tube?
- How can I become a valued team member within your department?

**ENT/Otolaryngology  
Department**

Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Tell me about your department? How does enteral therapy play a role with your patients?
- Are clogged feeding tubes a step backwards for your patients?



- How would it be important for you to greatly minimize clogged tubes occurrences, have better patient outcomes with enteral therapy and medication? Reduced costs including LOS?
- How important for you is it to use a simple and effective system to declog feeding tubes without minimal down time?
- How can I be a valued team player in your department?

**Education Department**

Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_

- Tell me how a Supplier works with your Department? Expectations?
- What makes a Supplier successful with your department?
- What are the methods you roll out a new product within the Hospital?
- What resources do you supply for in-servicing?
- Do you have video capability for in-servicing?
- Do you have specific preceptors assigned to each department?
- How are your specifications in Suppliers using your documents? The Supplier documents?
- How can we be a team with Education?

**Supply Chain / Purchasing**

Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_

- How important is it to be GPO contract compliant?
- Are there any special initiatives for the hospital to bring in a new product and Supplier that is certified as diversity Women-Owned?
- How is diversity Women-Owned business support by your department and the hospital?
- How important is it for your department to bring in new products that save the entire hospital money, time and still improve patient outcomes?
- Tell me how your department has impact on HCAHPS scores? With a Value Based Purchase policy? Is this important to the hospital?
- How can I become a valued Supplier with your Hospital?

**Value Analysis**

Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_

- What are the key factors do you look at to bring in a new product and why?
- How important is it to be GPO contract compliant?
- Are there any special initiatives for the hospital to bring in a new product and Supplier that is certified as diversity Women-Owned?
- How is diversity Women-Owned business support by your department and the hospital?
- How important is it for your department to bring in new products that save the entire hospital money, time and still improve patient outcomes?
- What are the steps to bring in a new product via Value Analysis?
- How can I become a valued Supplier to your hospital?

**Customer Satisfaction****Department**

Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
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- Help me understand your role within the hospital for the betterment of customer satisfaction.
- How can a Supplier aid in the focus of improving patient needs? Why is this important to your hospital?
- With the Affordable Care Act with incentives and penalties, how can a Supplier aid your department to improve healthcare delivery and improve quality while decreasing overall cost?
- How do you integrate the departments to focus on better patient care?
- How can AML increase patient satisfaction and set your hospital apart from other local hospitals?

**Population Health Dept.**

Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Help me understand what population health means to this hospital?
- How can a Supplier improve on innovative, value-based care? The quality of care of patients for better outcomes?
- How important is reducing cost to these strategies?
- What is the relationship of your department to payers/ACOs? Is this important?
- How does your department look to involve all units to support your strategies? Is this important?

**Quality Department**

Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Comments: \_\_\_\_\_  
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- Help me understand what the Quality Department means to this hospital for the quality of products provided.
- Why are such things as high-quality outcomes, reduced readmission rates, and best clinical practices important?
- With this strategy of commitment to quality care, do your units work together? How?  
*(Note: A key pathway to reducing healthcare costs is to achieve continuous improvement in health outcomes while reducing ineffective care, healthcare waste, and harm to patients. Responsible for devising and reviewing specifications for products or processes.)*

**Safety Department**

Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Comments: \_\_\_\_\_  
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- What does the Safety Department mean to this hospital? What role do you play at the hospital?
- How can a Supplier assist your department in the endeavors of increased safety and quality of patient care?
- Is "alarm fatigue" a concern for your department? What safety concerns do you have regarding enteral nutrition?

**Diversity Department**

Date: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Comments: \_\_\_\_\_  
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- How important to the hospital are Diversity Suppliers?
- What incentives do you offer Diversity Suppliers within the hospital?
- What should I know about the Diversity Program to make me more efficient?



- Does the Hospital offer incentives for the Departments to use diversity contracts for their contract spend? Can we discuss some examples?
- How can I help you accomplish your requirements?

**Other:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Contact Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_  
**Comments:** \_\_\_\_\_

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