Teton One Implementation
Operational Phases

teton.ai

Overview

For each customer site we have 6 phases from contract agreed to launch.

- Staff communication and coordination
- Resident communication
- Delivery and installation
- Calibration and baseline
- Onboarding and adoption
- Support and training

On average the process from kick off meeting to staff using Teton is 1-3 months.

Overview

Staff Communication and Coordination

Introduction to staff and managers, alongside coordination with technical departments.

1-3 weeks

Resident Communication

Introduce Teton One to residents (and responsible parties if applicable), ensure consent is collected.

2-3 weeks

Technical Inspection

1 day

Delivery and Installation

Teton devices are setup at the community.

1-2 weeks

Calibration and Baseline

Records initial performance and incident data to gauge product impact and identify key issues.

4 weeks

Onboarding and Adoption

Usage of Teton One begins. All staff are onboarded and educated on-site for an optimal user experience.

2-4 weeks

Support and Training

Gathers insights from staff, internal departments, and system data to create a comprehensive view of impacts on quality, operations, and financial KPIs.

Ongoing

01 Staff communication and coordination

1-3 weeks

01.1 Kick off meeting

Our technical project manager will have an initial kick off meeting with stakeholders from IT, installation technicians, building services, and the site's management team.

01.2 Introduction to care staff and managers

At this time, the Teton Customer Success team coordinates with staff about expectations, goals, and ensuring an understanding of day to day practices.

01.3 Coordinating with IT

An ongoing process of coordinating with the IT department responsible for the community. Involves ensuring that Teton software and devices smoothly integrate into the existing IT infrastructure (ex: managed phones or wifi)

01.4 Coordinating with community management

An ongoing process between Teton and the community management. Involves preparing the technical staff for the delivery and installation process of the Teton devices.

02 Resident communication
2-3 weeks

02.1 Presentations for the responsible party and residents

The Teton Customer Success team will communicate and introduce Teton One to the residents and their responsible party. The focus is on demystifying the technology, and communicating the benefits of the system. This also gives them an opportunity to ask any questions that they might have.

02.2 Collection of development consent

Residents (and responsible parties if applicable) are asked to give consent for Teton to collect data for the calibration and improvement of the performance of the system.

03 Technical inspection
1 day

03.1 Technical Inspection conducted by installation team

Teton provides a checklist to guide the installation team responsible for the community conducts a physical inspection of the site and rooms where hardware will be installed.

This outlines the plan for where and how the Teton devices will be installed. This step is essential for a seamless installation process and early identification of potential challenges that could slow or delay the process.

03.2 Customize and order Teton devices

The installation team will fill out the Teton Order Request Form. This order form configures the hardware package that will be sent to the community, so that it fits the exact specifications that resulted from the technical inspection.

04 Delivery and installation
1-2 weeks

04.1   Delivery

Teton delivers fully assembled devices directly to the community. We will deliver all of the devices necessary for one site in one shipment whenever possible.

04.2   Installation

Installation will typically take place over 1-2 weeks by the building services team or a contracted installation technician, optimally working in pairs. In most situations, an installation technician contracted by the customer will perform the installation.

For the installation, we recommend that resident(s) be outside of their room for a minimum of one hour, but this is at your discretion.

05 Calibration and baseline
4 weeks

05.1 Calibration

Immediately following the installation, Teton's AI team will monitor and calibrate the devices for optimal AI accuracy and performance at each community.

05.2 Baseline

Obtaining baseline data for falls, sleep, respiration, and other data points is critical for comparing the impact of before and after deploying Teton One on resident health and care delivery. This data will include staff reaction time to falls, and lay-time for falls.

For four weeks Teton will be running in the background without staff and management being able to use Teton One. During the latter half of this period, we may begin the initial phases of onboarding, primarily getting to know the staff and day-to-day operations.

06 Onboarding and adoption
2-4 weeks

06.1   Initial Management Onboarding and Goal Alignment

Onboarding is done to ensure all relevant management are proficient in using the app and understand how to get the most value out of Teton's capabilities.

Management onboarding is conducted to take leaders through Teton's Data Platform and Department Overview products. During this period, the customer success team will also work with the management to align on any goals that they may have for their utilization of Teton One.

06.2   Initial Care Staff Onboarding

Onboarding is done to ensure all relevant staff are proficient in using the app and understand how to get the most value out of Teton's capabilities.

We conduct a series of hands-on training sessions at each community, tailored to different staff roles. These sessions can be done as 1-on-1's between Teton and each staff member or as smaller joint group training sessions, depending on what the client prefers. These sessions usually take place while staff are at work. Training covers sensor functionality, app usage, and interpretation of monitoring data to support effective resident care.

07 Support and training
Ongoing

07.1   **Progress presentations and performance monitoring with management**

The Teton team holds evaluation meetings with management, to assess the usage of Teton One so far, and what progress has been made towards the desired goals of the management team.

07.2   **Ongoing support and training for care staff**

The designated customer success manager will continue to support and provide information to management and staff. This communication will both help with ongoing training, as well as introduce any new features or integrations that are being released.