



Nihon Kohden's Clinical Partnership Program

Nihon Kohden America
Smarter is better.

A Smarter Approach to Clinical Education and Implementation

Nihon Kohden recognizes that clinical education is essential to ensuring long-term satisfaction with your new patient monitoring system. Therefore, we have designed our product training courses using a “state of the art” blended-learning approach, which has proven to be an effective and efficient method for learning. Our successful system implementation and customer support program consists of a four-step process:

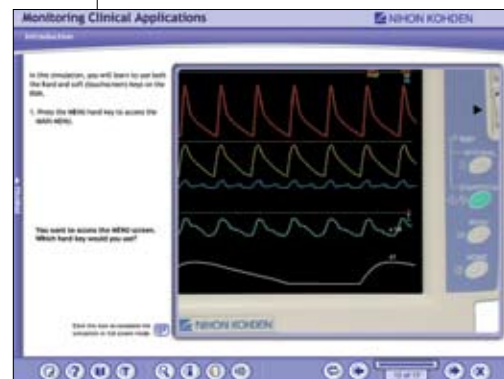
1. **Basic Product Training:** “State of the art” online training programs before, during and after the installation.
2. **Clinical Resource Development Program:** Advanced training for key staff members you appoint to become your Unit-Based Clinical Resource Personnel.
3. **Transitional Go-Live Support:** Live clinical support provided by our RN Clinical Applications Specialists.
4. **Ongoing Clinical Support:** For no additional charge, clinical and technical support is available 24 hours a day, 7 days a week.

Basic Product Training - Training on your time, not ours

Many hospitals have adopted an e-learning approach to make comprehensive training programs more efficient for learning, and to provide their staff with the utmost flexibility.

Nihon Kohden is proud to be the first patient monitoring company to offer our basic product training through an e-learning experience prior to the Go-Live. Our course format is based on adult learning principles, including computer simulations derived from our actual monitors to allow for a unique, hands-on experience. Programs are customized to meet the user’s individual needs and environment, and are available 24 hours a day to provide “just-in-time” training.

Courses are available before and after the installation of your new equipment, and they are accredited for continuing education credit through the American Association of Critical Care Nurses (AACN). A certificate of completion may be printed at the end of each course.



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Clinical Resource Development Program

- A true value-added partnership

Regardless of the amount or quality of training your staff receives prior to the Go-Live transition, every hospital needs ongoing training due to staff turnover and use of temporary personnel. As a result, Nihon Kohden has initiated a Clinical Resource Development Program.

We realize that the quickest way to respond to operational questions is by having resources readily available on the unit. Therefore, we provide further advanced training to key staff members you appoint to become your Unit-Based Clinical Resource Personnel. This prepares them to answer questions as they occur and to assist with ongoing product training for new staff members. Upon completion of the advanced training course, they will continue learning through one-on-one instruction with a Nihon Kohden Clinical Applications Specialist during the “go-live” phase of our program.



Transitional Go-Live Support



Nihon Kohden’s Clinical Applications Specialists are experienced registered nurses who provide live, clinical support during the Go-Live transition. They work with your staff to customize the equipment to meet your individual unit requirements and hospital protocols. Our Clinical Application Specialists assist with the transition of your new monitoring system, reinforce basic user operations through real patient care situations, and continue advanced training with your Clinical Resource Personnel.

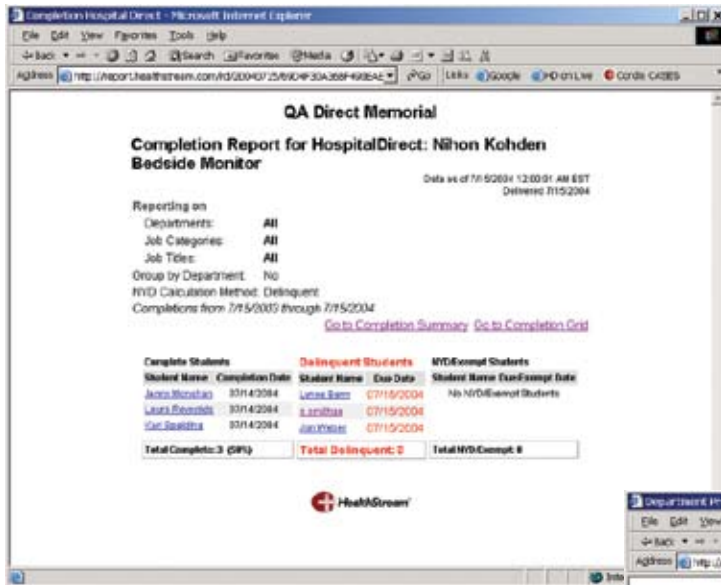
Ongoing Support

In addition to the resources available in the online training courses, Nihon Kohden’s clinical and technical support teams are available through our customer support lines 24 hours a day, 7

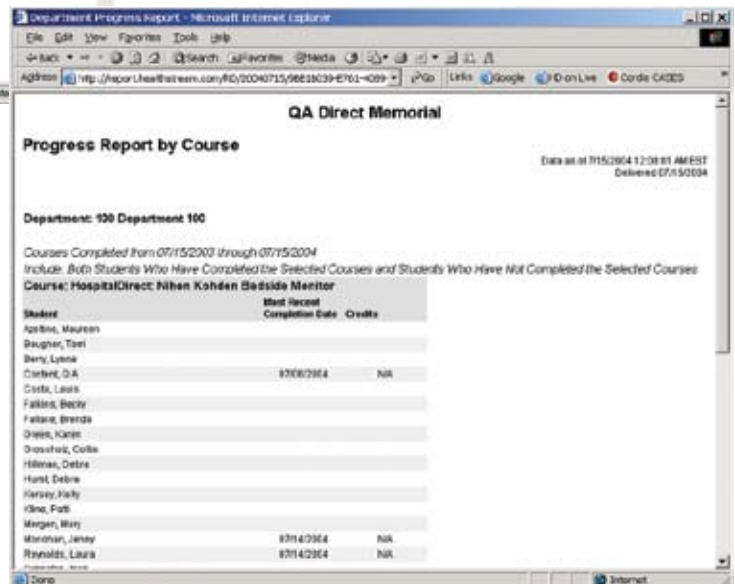
days a week, 365 days a year. Ongoing support programs can be customized to meet your facility’s specific support needs.

Management Tracking Tools

Our learning management system allows each user to self-register and log on to our online course. This provides you with a tracking mechanism that allows you to monitor compliance with online training and track compliance as required by the JCAHO and other organizations. At any time, you can create and print reports of your staff's online training activities.



As your health care business partner, it is our goal to provide you with smarter solutions to meet your long-term clinical education needs.



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