MilkTracker Voice of the Customer

Session 1: Centralized Prep

PEER TAKEAWAYS AND WHY THEY MATTER

In our recent webinar, "Implementing MilkTracker for Centralized Prep: Key Lessons Learned," guest speaker Eva Esmaeili, MSN, RN, NICU and PICU Manager, shared a firsthand account of how her team successfully transformed their hospital's central milk lab with the support of MilkTracker.

We're highlighting the real-world takeaways that resonated most during the webinar - and why they matter – along with answers to five of the top questions collected during the session.

	EVA'S LESSON	WHY IT MATTERS
1. System-wide Standardization	MilkTracker replaced scattered practices with one barcode workflow for NICU, PICU, and Pediatrics.	Removes variation and gives every feed an auditable chain of custody.
2. "Future-Proof" Flexibility	Works for bedside today and scales to a central milk lab without re-platforming.	Adopt now, expand later—builds on the same platform foundation, so moving to a central milk lab requires configuration, not a brand-new system.
3. Broad Stakeholder Alignment Secures Funding	Early gap-analysis with IT, Nutrition, Informatics, Engineering, Risk, Finance won C-suite sign-off the same day.	Demonstrates how multidisciplinary engagement accelerates approval.
4. Two-Stage Training & Go-Live	3–4 hour super-user classes + elbow support, competency check-offs, shift-based champions during upgrade.	Provides a proven template for staff readiness and confidence.
5. Continuous Improvement Via Vendor Partnership	Monthly client-success calls deliver quick tweaks (e.g., longer scan windows) and new dashboards.	Shows that implementation is the start of an ongoing improvement cycle.

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Written Q&A (Answered After the Webinar)

QUESTION	EVA'S RESPONSE (CONDENSED)
1. **Operational or safety pain points that drove the search—and how they shaped selection criteria?**	"NICU, PICU, Pediatrics all handled milk differently and traceability was limited. We needed deeper tracking and a platform that could support our three-year plan for a milk room—MilkTracker met both and future-proofed the investment."
2. **Role of IT & informatics; advice on engaging them early?**	"We involved nursing, CNS, dietitians, clinical informaticists, and ISD from day one. Informatics kept us realistic on integration timelines; nurse champions (day & night) built frontline buy-in. Tip: submit the ISD ticket early and map barriers before timelines slip."
3. **High-level implementation roadmap after executive approval?**	"Two approval layers—funding MilkTracker and separately staffing/building the future milk room. Lots of groundwork happened before the official project, so the MilkTracker implementation window itself was shorter than the prep that led up to it."
4. **Advantages of installing MilkTracker before the milk room existed?**	"Gave us a real-world preview of future workflows, positioned us for growth, and—even without full order/flowsheet integration—delivered immediate safety and operational benefits."
5. **"Wish-I-had-known-sooner" lesson on timeline/implementation?**	"Start the PMO/ISD request process as early as possible. The queue is long; early submission keeps everything else on track." Our Analytics Dashboard tracks log-ins and module completion, helping teams spot under-engaged fathers and improve participation and outcomes.

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Next Steps

Have questions or ready for a personalized demo? Reply to this email or contact info@angeleyehealth.com to explore how MilkTracker can deliver similar results for your organization.

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