



AAHE

Spring Conference & Annual Trade Event

Oaklawn Resort | April 29 – May 1, 2026



Cutting Vendor Onboarding Time in Half

What the Best Implementations
Have in Common

Meet the Presenter

IZZY ROTONDO

Manager of Customer Operations | Hexmodal

Before Hexmodal:

3 years in HR & Compliance at East Bay Community Action Program. Chaired the Safety Committee, ensuring compliance with Joint Commission, CCBHC Behavioral Health Guidelines, and RI School-Based Education Program requirements. Led the facility through multiple JC surveys.

At Hexmodal:

Started as a Customer Success Specialist. Now manages a team of 3 Implementation Managers and 4 Customer Operations Specialists, helping facilities reduce compliance burden and get technology live — fast.

Facilities Are Leaning on Vendors More Than Ever



1.41M

Open healthcare jobs in the
U.S.

(January 2026)



56%

of hospital costs are labor

Hospitals run on 1–3% margins



60–80%

of facility services

are now outsourced to vendors

Facilities teams are managing more with less and vendors are filling the gap.
Getting them up and running fast is no longer a luxury. It's becoming an operational requirement.

The Problem:

**Vendor onboarding is slow
& inconsistent**

Vendor onboarding is slow & inconsistent



12+ week timelines

Long after the contract is signed, facilities are still waiting.



Issues get caught too late

Problems surface when they're already expensive to fix.



No defined phases

No one knows who owns what, or when.



No standard workflow

Every implementation is reinvented from scratch.



Training happens too late

Staff learn the system after it should already be running.



Vendor-led timelines

The vendor controls the pace. Your team has no visibility.

What Slow Vendor Onboarding Actually Costs



Delayed compliance readiness

Every week of delay is a week your team is still running manual rounds and paper documentation.



Staff frustration and workarounds

Unstructured onboarding creates confusion about who's responsible for what and staff absorb the cost.



Documentation gaps going into a survey

If the system isn't live and generating records, you're filling binders by hand.



Poor ROI on technology you already bought

A system that takes 12 weeks to go live is 12 weeks you're paying for something you're not using.

What the Fastest Onboardings Have in Common

FOUR STEPS FOR SUCCESS

01

They Knew Exactly What Problem They Were Solving

Before the first call with the vendor, the fastest-onboarding facilities had already quantified their pain. Not 'our inspection process is a problem' but something specific.

- 600 hours per year on emergency light inspection rounds
- 180 hours per year on fire extinguisher sweeps - done after hours, at overtime
- Manual paper records that staff had to transcribe into electronic work orders
- Missing documentation flagged in the last Joint Commission survey

The more specific the problem, the faster the vendor can configure, train, and deploy.

02

Non-Negotiables Defined Up Front

The facilities that got to go-live fastest walked into kickoff with two lists already written.

Goals

- Measurable reduction in compliance labor hours
- Automated documentation - no more paper
- Faster compliance readiness before a survey
- Real-time visibility across all sites

Non-Negotiables

- No IT involvement or network dependency
- No capital budget - operating expense only
- Your team can install it, no certification required
- No cybersecurity exposure to the hospital network

03

The Right People Are in the Room Early

The most common onboarding failure: the director signed the contract, but the people actually doing the work found out about the system at week eight.



One owner per department

Every department that touches the system designates a single point of accountability before kickoff begins.



End users in the first training

Not just the director. The technicians, the compliance staff, the people running rounds. They know what they need from the vendor and they need to say it early.



Recorded trainings over live meetings

Scheduling conflicts are the biggest source of delay. Recorded sessions let each stakeholder complete training on their own timeline without blocking anyone else.

04

Implementation = Operation, Not a Project

Facilities teams run their operations with defined workflows, milestone tracking, and clear ownership. The ones that onboard vendors fastest apply exactly the same discipline there.

The Usual Approach

- Vendor controls the timeline
- No milestones defined
- Issues caught weeks after go-live
- FM team finds out training is incomplete during a survey

What Works

- Milestones set before kickoff
- Clear ownership at each phase
- Completion tracked in real time
- Issues surfaced during deployment, not after

Case Study

SIMPLIFYING ORBOARDING AT MULTI-SITE HEALTH SYSTEM

Case Study: Multi-Site Midwest Health System

The Facility

- 31+ sites across 3 Midwest states
- Compliance automation: Pharmacy, Nutrition, Plant Operations

The Constraints

- Short-staffed in-house team
- Joint Commission survey window approaching
- No capital budget available

The Problem

- 12+ week average vendor onboarding.
- No defined process.



What They Did Differently

- Identified the specific problem before kickoff - compliance documentation gaps across all 31 sites
- Assigned one owner per department before the first call
- Included end users (not just directors) in initial training via recorded sessions
- Set a 6-week go-live target with defined milestones at each phase
- Used cellular-based platform - no IT review, no network credentials required

The New Onboarding

Organizational Device Policies

Manage organizational device policies below. Device policies are a convenient way to standardize device configurations across a group of related devices. Organizational policies are available to all supported devices across your facility. Contact your Org. Admin if you believe a policy is missing.

<input type="text" value="Search"/>	Total Policies: 2	Create Policy			
Name ↑↓	Scope ↑↓	Device Type ↑↓	# of Eligible Devices	# of Connected Devices	Actions
Fridge	 Org. Policy	Temperature Sensors (Cold Storage)	6	3	Apply View Edit Delete
VFC Freezer	 Org. Policy	Temperature Sensors (Cold Storage)	6	2	Apply View Edit Delete

- **Well-defined kickoff:** introduction and data collection phase
- **Involving all stakeholders from the beginning** using recorded trainings to reduce miscommunication and scheduling conflicts.

The New Onboarding

Onboarding Sessions Start New Session

Search: 10 entries per page

Client	Points of Contact	Status	Created	Last Modified	Actions
✓ Mercy Jefferson	Jacquelyn Bauch (Resend Email)	Completed	Mar 26, 2026 12:42	Mar 26, 2026 14:07	View Completed Submission No Delivery Data Yet

Device Group Onboarding Sessions

Device Group	Admin	Status	Actions
Nutrition Services	Jacquelyn Bauch (Resend Email)	In Progress: 40%	Continue Submission
Lab	Marcie Johner (Resend Email)	In Progress: 20%	Continue Submission

Showing 1 to 1 of 1 entry « < 1 > »

→ Actionable Items with **completion metric trackers**

The New Onboarding

Policy Configuration



Basic Information

Policy Name: VFC Freezer

This is an organizational policy. It can be applied to any compatible device at this facility.

Temperature Settings

Mode Monitoring

THRESHOLDS

Lower **-58.00 °F** Upper **5.00 °F**

ALERT DELAYS

🔔 Notification Delay
✓ Compliance Delay
✗ Passing Return Delay

Humidity Settings



Disabled

Monitoring is currently disabled for this policy

Pressure Settings



Disabled

Monitoring is currently disabled for this policy


General Settings

Suppress Alerts if Door Is Open

No

Configurations defined **prior to adopting** the technology for seamless integration and immediate effectiveness

Before vs After

	Before	After
Timeline	12-weeks	 6-weeks
Ownership	Unclear	 Defined
Training	Late	 Early
Issues	Reactive Fixes	 Early Detection

The Results



6 weeks

Time to operational use



90%

Device adoption at go-live



1 owner

Per department, clear accountability



50%

Reduction in implementation time vs. prior approach

Your Pre-Onboarding Checklist

Five things to do before your next vendor kicks off.

01

Quantify the specific problem

Not just 'compliance is a burden' - actual hours, actual cost, actual staff impact.

02

Write your non-negotiables before the first call

IT involvement, budget type, installation requirements. Know your limits going in.

03

Assign one internal owner per department

The person accountable for each area - before kickoff, not after a problem surfaces.

04

Include end users in initial training

Not just the directors. The people doing the work need to shape the setup.

05

Define what success looks like at 6 weeks

Set a measurable target before deployment. If you can't measure it, you can't manage it.

Q&A

THANK YOU



Scan here to download your Pre-Onboarding Checklist

Stay Connected

izzy@hexmodal.com | Manager of Customer Operations | Hexmodal



Scan here to download your Pre-Onboarding Checklist