



® Knowledge Beyond Measure.

TSI OmniTrak™ Solution in Action

Healthcare Complaint Troubleshooting

Background

TSI Incorporated is a global leader in precision measurement instruments and monitoring solutions. With a strong focus on air quality and worker/occupant safety, TSI develops platforms like the **TSI OmniTrak™** Solution, a modular system that allows facility managers and safety officers to track multiple parameters in real time. Paired with **TSI Link™** Report Creator, **OmniTrak™** Solution simplifies data collection, streamlines reporting, and adapts to evolving safety requirements.

A large regional healthcare organization operates hospitals, outpatient clinics, and administrative buildings that vary widely in age, layout, and ventilation performance. Facility teams are routinely asked to investigate complaints from patients and staff related to headaches, eye irritation, odors, ventilation effectiveness, and occasional noise disturbances. Even when complaints are ultimately unrelated to hazardous conditions, they must be addressed quickly and objectively to maintain trust, help protect occupants, and support compliance.



Challenges

- Frequent IAQ and noise complaints across diverse healthcare spaces
- Spot measurements failed to capture intermittent or peak conditions
- Investigations required multiple visits and extended timelines
- Limited ability to clearly demonstrate normal background conditions



Solution

- Deployed **OmniTrak™** Smart Stations with targeted IAQ and noise modules
- Conducted time-synced surveys in complaint and baseline areas
- Used remote monitoring and **TSI Link™** Report Creator for analysis and reporting



Benefits

- Faster, more consistent complaint resolution
- Reduced staff time and operational disruption
- Clear, defensible documentation for stakeholders

TSI OmniTrak™ Solution enabled a shift from reactive measures to intelligent monitoring... and that's how efficiency meets intelligence.

Detailed Results

By shifting from handheld spot checks to multi-location studies, the healthcare organization significantly improved how it investigated and resolved environmental complaints. Typical investigations that previously stretched across multiple days were completed in under 24 hours, allowing facility teams to respond while concerns were still top of mind for occupants. The ability to compare complaint spaces directly against baseline control areas proved especially valuable, as it helped distinguish true issues from normal background conditions.

As a result, investigative labor time was reduced by an estimated 30–40%, driven by fewer repeat site visits and more targeted follow-up actions. In roughly 30% of cases, objective data confirmed that conditions were acceptable, avoiding unnecessary HVAC adjustments or room closures. Clear visual reports generated through **TSI Link™** Report Creator helped reassure patients, staff, and leadership that complaints were taken seriously and evaluated using credible data.

Looking Forward

As expectations for indoor environmental quality continue to rise in healthcare environments, facilities teams need tools that support rapid response without disrupting patient care. The **OmniTrak™** Smart Station, paired with various modules and **TSI Link™** Report Creator, provides a repeatable framework for investigating complaints, documenting conditions, and communicating results with confidence. As monitoring needs evolve, the modular design allows healthcare organizations to expand capabilities while maintaining a consistent, efficient workflow.



Knowledge Beyond Measure.

TSI Incorporated - Visit our website www.tsi.com for more information.

USA	Tel: +1 800 874 2811	India	Tel: +91 80 67877200
UK	Tel: +44 149 4 459200	China	Tel: +86 10 8219 7688
France	Tel: +33 1 41 19 21 99	Singapore	Tel: +65 6595 6388
Germany	Tel: +49 241 523030		