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Conceptual Order of CATALYST Program Customer Engagement

1. TSM has identified and presold clinical champion on **Prevantics®** Device Swab.
 - a. Clinical champion has expressed interest in trialing **Prevantics** Device Swab.
 - b. Clinical champion has agreed to take ownership (or is willing to designate an owner) of a data driven trial within the target facility.
2. TSM and CSL* have collected preliminary data (to be confirmed by Catalyst team) indicating program criteria has been met (see account criteria selection document).
3. CSL*/HSD schedule planning call with account (IP) to formally present Catalyst program and confirm criteria has been met.
 - a. The account shares data with the Catalyst team on departments identified as trial locations with confirmation and validation of appropriate trial unit location.
 - b. The account assigns parties accountable for trial monitoring, reporting, and time-based check-ins.
 - c. A review of CLABSI bundle status (utilizing slide deck) at this time (or scheduled for a later date-depending on IP availability).
 - d. Initial discussion of “sharing the success” post-trial (determine if champion interested in research)
4. Candidate account accepts terms of program and signs Catalyst Program Agreement.
5. At this time a clinical site visit is scheduled to validate practice as reported:
 - a. Clinical site visit to complement product in-servicing **prior to first product purchase.**
6. Sales/HS discussion regarding ordering and stocking of trial product to include discussion of par levels and product storage location.
7. Catalyst Program audit tools are provided pre-trial for compliance monitoring.
8. Monthly clinical cadence calls are scheduled with customer and CSL*/HSD to review CLABSI metric.
 - a. CSL* prepared to troubleshoot any clinical issues that present and provide evidence-based solutions.
 - b. TSM/HSD prepared to troubleshoot any product related/education related issues that present.
9. Clinical and sales support developing the business case for widespread product implementation.
10. Clinical discussion regarding potential research opportunities.

*Currently meetings will be with Director of Clinical Education and Program Development