

Center of Excellence - Overview



Carbonhand Center of Excellence Program

Bioservo's exclusive program equips clinicians at selected V.A. Centers to identify, onboard, and support successful integration of the Carbonhand into daily use.

The Center of Excellence program includes:

- Product training
- Clinical training
- Peer-to-peer consultations
- Ongoing clinical support
- Demo kit provided for clinic use



As a participant in the Center of Excellence Program, practitioners will be able to:

- Identify appropriate candidates for Carbonhand
- Perform clinical assessments and patient fittings
- Provide onboarding assistance and device configurations
- Support successful integration to promote greater independence with daily activities
- Join a unique community of Carbonhand Specialists



Online Peer-to-Peer Training

We offer expert-led, peer-to-peer training through our Center of Excellence program



Heidi Hoffman, OTR/L
Lead Clinical Specialist

Assessment Support

- We offer remote support to help your clinical team feel confident during initial trials.
- During a Teams/Zoom session, we can connect to the patient's Carbonhand and adjust settings to ensure the best user experience.
- This same approach can be used for future patient follow-up support.



Carbonhand Academy – Extended Online Training for Clinicians and Users

Completion recommended prior to Center of Excellence training

The Academy covers:

- Safe and effective Carbonhand use
- Personalizing system settings
- Daily activities supported by Carbonhand
- Clinical evidence

Format: Short, self-paced video modules
(total time: ~1 hour)

Certificate provided upon successful completion of the exam



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Bioservo Academy Carbonhand



Sign out

Welcome to Bioservo Academy, the portal where you will find all educational training material and documentation for the Carbonhand product. All in one place.

Section	New content	Progress
Introduction to the Carbonhand Academy		✓
Introducing Carbonhand		✓
Wearing and handling the system		✓
Glove configuration		
Examples of activities of daily living		
Clinical evidence of using Carbonhand		
Support and documentation		✓

Carbonhand 2.0

- English
- Deutsch
- Français
- Italiano
- Norsk
- Svenska

Take the exam and get your personalized certificate as proof of your Carbonhand knowledge

Begin the examination



Program requirements

Before a facility can participate in the Center of Excellence Program, the following requirements should be completed. Having this foundation in place ensures that the training is relevant, practical, and builds on real clinical experience with Carbonhand.

- An in-service and patient trial have been conducted with the clinic.
- At least one Carbonhand has been prescribed, ordered, and fitted before the Center of Excellence training is scheduled.
- At least one participating clinician has observed a Carbonhand representative complete the fitting of the clinic's first prescribed device.
- A minimum of two clinicians participate in the Center of Excellence training.

Once these requirements have been met and participation has been confirmed, the Center of Excellence program can begin.



Center of Excellence Training

The training program includes:

- **Two virtual training sessions and a Clinical Demo Kit unboxing.** A Carbonhand representative is on-site with the clinical team while a Carbonhand Clinical Specialist joins virtually. Each session is approximately 45–60 minutes. If preferred, the sessions may be combined into one longer training session.
- **Optional patient fitting during the training.** Whenever possible, a suitable patient can be identified and pre-screened in advance, allowing the clinical team to immediately apply what they have learned in a real clinical setting. If an appropriate candidate is not available, the hands-on portion of the training can instead be completed with the participating clinicians.
- **A brief competency exam,** completed together as a group at the end of the training.
- **Digital certificates of completion for each participating clinician.**
- **A framed Center of Excellence facility certificate,** mailed after training.
- **A comprehensive Center of Excellence resource binder** containing step-by-step guides, clinical resources, reference materials, and tools to support implementation within the facility.

Clinical Demo Kit

Participating facilities receive a **Carbonhand Clinical Demo Kit on an initial 90-day loan**. The kit remains at the facility and may be used for:

- Patient screenings
- Trials and evaluations
- Staff training
- Incorporating Carbonhand into patient treatment when clinically appropriate.

At the end of the initial 90-day loan period, the facility and the Carbonhand team will review the experience, discuss ongoing needs and explore potential next steps.



Ongoing Support During the Loan Period

Center of Excellence facilities also receive **monthly on-site check-ins** from their **Carbonhand representative** during the 90-day loan period.

These visits are an opportunity to support the clinical team and ensure that the demo kit remains ready for patient use. During each check-in, the Carbonhand representative will:

- Review and install available firmware updates when appropriate
- Reset glove profiles to their original demo settings
- Confirm that the Clinical Demo Kit is complete, organized, and ready for use
- Answer questions from the clinical team
- Review recent patient trials or potential candidates
- Provide additional guidance and support as needed

Your Support Team



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