

Client Case Study



Founded in 1908, Good Samaritan Hospital is a government owned short-term care hospital located in Vincennes, Indiana. The facility has 192 beds, of which 172 are Adult and Pediatric and 20 are Intensive Care. In the last four years, Good Samaritan has opened a 30,000 square foot Same Day Surgery Center, streamlining outpatient services and specializing in quick, less invasive surgical procedures, as well as a 25,000 square foot Cancer Pavilion, centralizing a full spectrum of cancer care including radiation and infusion therapy in a patient-focused atmosphere. Good Samaritan continues its leadership in health care services throughout the central Indiana and Illinois area.

Good Samaritan Hospital dramatically reduces department costs while increasing productivity by utilizing MaintenanceFirst CMMS and mobile solutions.

Situation

For years, Good Samaritan Hospital operated its engineering department with a paper based system, but continued growth made a CMMS solution a better option for many reasons. The Compliance Standards issued by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) were becoming more complex and increasingly difficult to manage. An automated system would provide the ability to track these standards and subsequent Compliance Standard Action Plans. Many of the reports JCAHO required were too time consuming and cumbersome to achieve with a manual system. In addition, GSH, like many other healthcare organizations, had a need to organize and prioritize its Life Safety work orders from its standard work orders. However, they wanted a solution that was fully customizable and many of the products they considered were too inflexible. They wanted to better track engineering labor for all work, not just the scheduled tasks. At times, engineers would perform additional tasks throughout the day that were not easily accounted for. Also, duplicate work orders were often processed because of communication failure between the facility management, employees, and Department managers.

Solution

After attending a MaintenanceFirst user conference it was clear to GSH that MaintenanceFirst's solutions were the exact fit for their organization. The MaintenanceFirst products were completely customizable. Once the configuration was complete, the system appeared as though it was designed especially for them. GSH chose MaintenanceFirst's Workstation solution and incorporated the Palm OS products for mobile support. Within a couple of weeks the entire solution was in place, configured, and implemented.

Benefits

Almost immediately the benefits became apparent. MaintenanceFirst's approach to differentiating between standard work orders and life safety/biomedical work orders allowed GSH to closely manage and track their life safety equipment and related work. The next JCAHO inspection was successfully completed as the requested information was readily available through built in reports. The mobile application provided engineers with an accurate way to track and receive credit for additional work completed during the day. MaintenanceFirst eliminated duplicate work orders almost immediately. Work order tracking was also improved as a result of the system's notification module that alerted department managers of critical information from initial request to closing. Shortly after initial implementation, GSH rolled out the At Your Service (AYS) module. This enabled customers to request their own work orders without interrupting the engineers. AYS quickly became the preferred method for customers to request work orders because response time was significantly reduced. GSH remains a vital partner in continued development of many application features, including the various powerful CPR (formerly AYS) modules.

