

# Client Case Study



GOSHEN HEALTH SYSTEM

*Goshen General Hospital, a 160 bed healthcare facility, has provided care in an innovative and dynamic environment in the Michiana area for over 50 years. From inpatient care to comprehensive cancer treatment service, GGH offers state-of-the-art care. Medically staffed by over 150 physicians, specializing in dozens of fields, GGH has consistently scored far higher than the state and national averages in both patient care and satisfaction ratings. GGH was recently awarded Joint Commission on Accreditation for Healthcare Organizations accreditation for the eighth year in a row.*

## Goshen Health Systems change to MaintenanceFirst products turns CMMS nightmare into a dream.

### Situation

For years Goshen Health System utilized an industry common CMMS solution. To their dismay, the system was cumbersome and lacked the features they needed. Work Order entry was time consuming because redundant information was required for each and every request. In addition, there were several User Defined fields that required tracking, a task that could not be performed with the system in place. Often “fat-fingering” data entry errors, many that should have been obvious to a software system, would result in inaccurate reporting and data tracking. The manual work order request system in place would often result in lost and incomplete work orders, resulting in low department moral and a strained customer relationship. These factors helped contribute to excessive overtime required by an already overworked staff of engineers. GHS also needed an automated key tracking and assignment solution because many keys were misplaced or unreturned, resulting in additional cost and security issues. Clearly GHS faced a wide array of challenges for which a diverse CMMS system was needed.

### Solution

GHS management took the time to personally attend conferences and demonstrations held by many CMMS vendors, one of which was MaintenanceFirst's national conference in Chicago, Illinois. After seeing the software firsthand the choice was clear. The MaintenanceFirst Support Software 2008 application included the solutions needed and many other features GSH successfully implemented. The following week MaintenanceFirst product engineers were onsite installing, configuring, and training users on the new application.

### Benefits

In the following days, a vigorous campaign was rolled-out by GSH administrators. Branded “Consider It Done”, the campaign centered on the MaintenanceFirst At Your Service (AYS) features. The campaign was designed to improve and strengthen customer relations and department morale throughout the facility. To measure its success, GSH implemented MaintenanceFirst's Customer Satisfaction Quality Control and Survey module; this quickly validated how successful the rollout had become. Within weeks GSH's main challenge area, unscheduled work order processing, was running like clockwork. Application data validation tools no longer allowed the entry of inaccurate data and the User Defined features gave the application a customized feel. Work order assignment soon became balanced and overtime was quickly eliminated. Upon implementation of the key system, all of the daunting challenges GHS once faced were now a thing of the past. One of their observations often repeated about MaintenanceFirst is the tremendous responsiveness from its team members. The team member who attended the Chicago conference was later quoted as saying, “MaintenanceFirst seemed truly concerned that we get the right software for our needs, even if it meant not choosing them.”



**MAINTENANCEFIRST™**

■ Management Software ■