

Client Case Study



Lane Regional Medical Center is a thriving primary care not-for-profit hospital located in Zachary, Louisiana. It is licensed for 137 beds, including a 30 bed rehabilitation center, and accredited by both the Joint Commission on Accreditation for Healthcare Organizations and the State of Louisiana. The hospital operates a 38-bed nursing home and a 12-bed skilled nursing unit. In addition, LPMC operates a Home Health agency, providing a multitude of health services in the comfort of patients' homes.

Lane Regional Medical Center chooses MaintenanceFirst mobile solutions in attempt to go "green".

Situation

With a manual maintenance management system in place, Lane Regional Medical Center recently began aggressive measures to cut administrative costs and waste. One of those measures included a CMMS solution to eliminate the archaic paper process they had used for years. In addition, LPMC wanted a system to track Utility Usage and to isolate and compare energy use and efficiency among various facility locations. Detailed Department Budgeting was also a primary focus for LPMC, as inventory and labor statistics were falling well short of expected figures. Finally, they were searching for a system that had multiple data input shortcut features, including quick work order entry and close capabilities and customizable definitions, such as Work Order and Equipment status and types.

Solution

LPMC chose MaintenanceFirst after weighing several options. The products of choice were the MaintenanceFirst Support Software 2008 ASP.NET version, the Palm OS solution, and MaintenanceFirst Mobile 2008 wireless web application. Rolled out in managed steps, the MaintenanceFirst Support Software 2008 was implemented first to support all administrative, processing, and reporting requirements. A handful of engineers responsible for preventative maintenance work orders soon began using the Palm OS solution to manage their work orders, particularly in areas where wireless capability was non-existent. Finally, technicians responsible for unscheduled work orders started using the MaintenanceFirst Mobile 2008 wireless web application to quickly manage their workload in real-time. The products were configured to complement one another with each playing an important role in the specific tasks at hand.

Benefits

LPMC is a model of how implementation of a CMMS should occur. The process was organized and timely. From the onset users embraced the features and concepts that made the rollout a success. Diligent in their desire to understand the capabilities of each process feature, they absorbed all the information and recommendations available, improving utilization and optimization of the system. The process to go "green" was taken in steps, with the initial change being to move from single page work orders to the Work Order Task List, a report specifically designed to cut paper waste by an average of 80%. The Palm OS system was released to one engineer at a time, with each successive engineer learning more tips and tricks from the preceding engineer. The Utility Usage module helped track and highlight building energy expenses and subsequent deficiencies throughout the campus, which lead to energy savings procedures. Lost inventory and labor usage was soon accounted for, while the Work Order Quick Create and Work Order Quick Close modules were utilized to streamline data entry requirements. LPMC continues to provide valuable input during the ongoing development of new MaintenanceFirst products and features in the MaintenanceFirst family of CMMS solutions.

