



Four Rivers®
SOFTWARE SYSTEMS

Lenoir Memorial Hospital



Client Profile

When residents James and Laura McDaniel transformed their home into the community's first hospital, they set in motion an evolution in health care that would continue for a hundred years. The Robert Bruce McDaniel Memorial Hospital, located on East Gordon Street, opened with 20 patient-care beds on June 27, 1906. This transformation marked the beginning of hospital care not only in Kinston, but also in eastern North Carolina. Eight years later, Dr. W. Thomas Parrott and Dr. James M. Parrott bought the Robert Bruce McDaniel Memorial Hospital and changed the name to Parrot Memorial Hospital.

As Kinston and Lenoir County grew so did the need to serve more residents with more doctors. In the early 1900s, six doctors came together to discuss the idea of building a new hospital. In 1924, land adjacent to Rhodes Avenue and College Street was acquired to construct a 30 bed modern hospital. This hospital, Memorial General, named in memory of those who served in WWI, had its first patient admission in 1925. In 1951, the name Memorial General Hospital was changed to Lenoir Memorial Hospital. Lenoir County citizens passed a bond issue in 1967 to provide a new five story, 285-bed medical facility, and construction began at the current site in 1969. On July 7, 1973, the current Lenoir Memorial structure opened for patient care with 285 beds. Rapid improvements continued as the entire process of health care advanced to its present community-based system.

Business Issue

Lenoir Memorial had been using a device management software application. However, the software was being obsoleted and would no longer function at the end of 2011. Lenoir was faced with the challenge of quickly evaluating their options and implementing the solution before the end of 2011. In addition, they also lacked the integration of Facility and Clinical Engineering devices. This is a critical integration since on many occasions the two departments overlap and it was important to avoid the use of two versions of a failure and repair sequence in separate management systems.

Lenoir began their evaluation process and reviewed demonstrations from a number of vendors, including: Four Rivers Software, MediMizer, Harvest Data Systems, Horizon Equipment, and Sprocket. TMS OnSite from Four Rivers became the application of choice because it allowed for **personalization**. Other applications or systems would have required Lenoir to change the way they currently handle equipment or charged extra for the software to fit their model.

Solution

The TMS OnSite Software has allowed Lenoir Memorial to merge the Facilities and Clinical Engineering departments under one software solution. Both engineering groups had made the change to a paperless system, but with two different pieces of software. Both pieces of software also allowed for a handheld device, but because it had to be connected to a PC to sync they were cumbersome and time-consuming. The TMS Anywhere Web module allowed Lenoir to do all of their work orders on-the-fly. This has not only saved time running back to a central location to sync, but it has also increased the percentage of work hours captured when compared with actual hours worked. Lenoir Memorial found that their technicians saved time and increased productivity.

Benefits

Lenoir Memorial Hospital choose to implement TMS Anywhere Web, a Mobile Solution Module to TMS OnSite. This portable version of the software has provided the organization with many benefits. It has allowed them to not only document work orders on-the-fly but also assign work orders in real-time. The previous system used had a hardwire connection to a base station. This meant Lenoir did have some freedom, but it also required several trips to the main shop to synchronize in order to make sure nothing slipped by during the day.

The TMS OnSite Software has also given Lenoir more control of the data that is synchronized from medTester. The former software solution did allow for use of medTester, but they were unable to review or repair the data before it was transferred to the database. The spreadsheet style TMS uses to preview the data captured by the medTester is easy to understand and even easier to use.

The modular nature of the TMS OnSite application allows organizations to personalize the screens to meet their needs and meet their price constraints. Money is always a consideration and Lenoir Memorial worked closely with their Four Rivers Team to make sure they purchased everything required and didn't purchase items that would not be used by the organization. Four Rivers also provided a detailed path of the implementation from start to finish. Lenoir was never left wondering about their status in the implementation process. Given the time constraints Lenoir faced, the plans provided gave them great confidence that the project would be completed on time. Lenoir Memorial was more than pleased with the top-notch customer service and that this service didn't stop when the implementation was complete.

"TMS provided Lenoir Memorial Hospital with outstanding service before, during, and after the sale. We would highly recommend the product to other organizations looking for a resource management software solution."

Tim Burwell
Biomed Technician
Lenoir Memorial Hospital



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