



Client Case Study Mercy Health System

Client Profile

The Mercy Health System is an organization that is continuing to grow. In the past year the health system has served over 1 million patients within its vast network of 63 facilities across 22 counties. As a part of this network, Mercy operates a 240-bed hospital in Janesville, Wisconsin, a six-bed hospital in Lake Geneva, Wisconsin, and a 32-bed hospital in Harvard, Illinois. The healthcare network focuses on four key service areas: hospital based services, clinic-based services, post-acute care, and retail/insurance products.



*Mercy Harvard Hospital
Mercy Health System Facility*

Business Issue

As a growing organization, Mercy Health System was facing the challenges of being unable to track the large volume of work orders, assets, and resources. They needed a CMMS application that could help them to organize their asset data, handle work orders for both preventive and corrective maintenance, and provide the necessary reports for regulatory agencies.

Solution

Mercy Health Systems researched a number of different CMMS applications. The decision to implement TMS Enterprise from Four Rivers Software was based on its broad feature set. TMS offered an application that was able to handle the complex issues that Mercy Health was facing as an organization, and the scalability of the TMS product offered a solution that could grow with the healthcare system. In addition, it provided the necessary security features that help Mercy Health determine user accessibility. Mercy Health provides strict security permissions and limits in order to keep the data within the application current.

Mercy Health uses the TMS Web Request application for users to enter their service requests via the Web. These requests create work orders automatically within TMS, minimizing the data entry time and allowing for quicker response time.

Benefits

Mercy Health has been pleased with how the system functions. Not only has it been received as a positive by the nursing and direct patient support staff, but it has also helped them to streamline their processes and react more effectively.

A key benefit for Mercy Health has been the ability to provide accurate and detailed reports according to regulatory requirements. Mercy Health was also able to develop a Building Maintenance Program (BMP) which addresses the high priority life-safety issues for their buildings. This program is recognized by regulatory officials and assists greatly during the inspection process.

