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SOFTWARE SYSTEMS

# Methodist University Hospital Methodist Le Bonheur Healthcare



## Client Profile

Methodist University Hospital is located in the heart of Memphis, Tennessee and is the major academic campus for the University of Tennessee Health Science Center. It is also the largest, most comprehensive hospital in the Methodist Healthcare System with over 661 beds.

As the major academic campus and principle teaching hospital of the University of Tennessee Health Science Center, Methodist University Hospital brings research, medicine, and innovation together to provide exceptional care for their patients. This partnership helps create an environment of multidisciplinary collaboration among physicians and clinical team members, leading to more advanced medical care. As part of a learning environment dedicated to providing the most recent developments in healthcare, Methodist University houses the latest technologies for diagnosis and treatment, including several centers that are unique in the Mid-South.

## Business Issue

Methodist University Hospital had been using TMS Enterprise for several years prior to upgrading to TMS OnSite and needed the ability to create forms that were designed to their individual business processes and workflow. Both Clinical Engineering and Imaging Engineering had a need to streamline their processes and both departments felt TMS OnSite had the features and functionality that would solve their business issues. No other vendor met this criteria.

## Solution

Once the selection process was complete, Methodist University Hospital began the implementation process of TMS OnSite. To ensure a successful implementation they established a test site so engineers and other users had the opportunity to use and familiarize themselves with the software application in the hopes adoption would occur more quickly. This process was proven a success. Engineers found TMS OnSite easy-to-use and loved the idea that they could work with an application that was both quick and easy. Methodist University designed their forms so engineers would see only the fields that required data entry so they could enter information quickly and move on to other activities.

According to Methodist University Hospital, the forms were easy to create and any changes could be made with minimal effort. This allowed the organization to try a particular form and make necessary changes easily based on their workflow. In short, Methodist University Hospital loved the flexibility of TMS OnSite.

Methodist University Hospital also implemented the use of Materials Issues within TMS. Because they do not carry a large inventory, and only carry items that are used most frequently, they required the ability to track and order necessary parts. Using TMS, engineers can issue a material request on-the-fly and a dispatch queue alerts the Logistics Coordinator that parts need to be ordered. When parts arrive, the work order status is updated and costs are tracked. TMS OnSite helped Methodist University minimize inventory while still being able to improve response time. Not only can Methodist University track costs versus savings but part orders are no longer slipping through the cracks, resulting in less downtime for equipment.

## Benefits

Methodist University Hospital has experienced significant savings with the implementation of screens designed to their own workflow. Users only see what is necessary making it easy for them to view, react, and respond. The flexibility of the forms allows Methodist University to track parts and ensure they are ordered while keeping equipment running more – so less downtime means less wasted money.

Departments using TMS now run smoothly. Each job function uses its own queries to streamline processes. Dispatchers only see what parts are needed; engineers see only the queues for work orders opened and not those awaiting parts. Days are planned much more accurately using TMS.

## Future Developments

The Clinical Engineering department at Methodist University Hospital is very busy. All equipment is serviced in-house and few items are tracked under contract. In addition, Methodist is also looking to implement the procedures within TMS in order to help to automate their processes even more.

To complete its full solution, Methodist University Hospital plans to implement TMS Dashboard in order to access their resource allocation chart to more accurately determine that at least 80% of an engineer's time is documented.



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