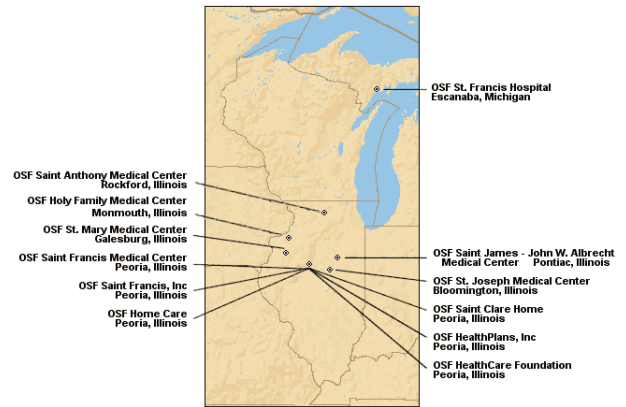




Client Case Study OSF Healthcare

Client Profile

The OSF Healthcare Network serves over 1.5 million people throughout Illinois and Michigan. The nationally recognized OSF Healthcare network is comprised of seven acute care hospitals, two long-term care facilities and three additional healthcare organizations. Since 1877, OSF Healthcare has been managed by The Sisters of the Third Order of St. Francis of Peoria, Illinois, a non-profit corporation.



OSF Facility Map

Business Issue

OSF had always been quite familiar with computerized maintenance management systems (CMMS). Their existing DOS system had been in place since 1988, but it was unable to keep up with the demands of the growing hospitals within the OSF Healthcare network. Each facility in OSF was responsible for maintaining their own database. Once a month, corporate would aggregate all of the data to a centralized database with over 55,000 assets. Their existing system was unable to handle the multitude of data. OSF decided that it was time to select and implement an enterprise wide application.

Solution

OSF Healthcare researched a number of different CMMS applications. The decision to implement TMS from Four Rivers Software Systems, Inc. was based on a number of different factors. One very important feature was that the TMS application was healthcare specific. OSF was very excited that Four Rivers had the knowledge and expertise to really understand the demands and issues faced by a multi-facility / multi-department healthcare organization. This meant that they did not have to adjust any of their existing business processes as they may have had to do with a more generalized CMMS application.

The specialization was only one component of their decision. OSF was also impressed with the number of reports that come standard with TMS. The over 280 reports within TMS not only help them to run their day-to-day operations, but also help them stay in compliance with JCAHO.

OSF purchased the TMS Enterprise application, as well as the Web-Request and TMS Mobile add-on modules. According to Edward McKenzie, Corporate Facility Engineer, "There were no issues at all with the implementation." Four Rivers was quite familiar with their existing vendor, and the data conversion was an incredible success. Each Friday afternoon, OSF would send segments of data to the Four Rivers organization. Four Rivers would convert the data and map it to the appropriate fields within TMS. By Monday morning, OSF was ready to start the week with a proper segment and accurate data. This process continued successfully every two weeks and completed fourteen segments of data.

Benefits

OSF has been extremely satisfied with the TMS Enterprise application and the employees were excited to begin using it. TMS Web Request has become instrumental in their daily activities. TMS Web Request has been deployed to every desktop within the healthcare organization and each and every employee has

access to it. They have implemented Web Request within every department and have created customized screens from facilities to housekeeping. Employees can enter their own service issues or check on the status of existing work orders directly from Web Request. This has eliminated the phone calls into the OSF offices. They have been able to rechannel this time and effort into other activities, such as meter review and electricity conservation. OSF also uses Web Request to alert technicians of a priority page for any high revenue equipment such as, CT Scans or MRI's in need of service. This minimizes equipment downtime saving the hospital money. TMS Web Request has become so valuable to OSF that it has been nicknamed the "Jewel of TMS," by Edward McKenzie.

TMS Mobile has also become a valuable tool to the OSF Healthcare organization. With TMS Mobile, technicians can receive their Work Orders while they are in the field, minimizing the walk back time to a central dispatch location. Technicians can also enter Work Orders while they are in the field in the event they are requested to repair a piece of equipment on-the-fly. TMS Mobile helps OSF keep all of their asset data and technician time tracked properly. OSF was also pleased to discover that they could use PDAs with TMS Mobile to access their building automation system. Technicians can receive those support calls out in the field as well.

OSF has been a long-time Four Rivers Software Systems, Inc. customer. Since 2003, the healthcare organization has been using TMS to manage their asset data. Four Rivers is committed to assisting this organization for many years to come.



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