



Four Rivers®
SOFTWARE SYSTEMS

Client Case Study Parkland Health & Hospital System



Parkland

Client Profile

Parkland Health & Hospital System is one of the largest public hospital systems in the country with 672 operating beds and more than 8,000 employees. Services include a Level I Trauma Center, the second largest civilian burn center in the U.S. and a Level III Neonatal Intensive Care Unit. The hospital averages about 55,000 admissions annually. The system also includes 20 community-based clinics, 11 school-based clinics

and numerous outreach and education programs. Parkland is a teaching hospital for the University of Texas Southwestern Medical Center.

Business Issue

Parkland had multiple biomedical service groups, all using different CMMS programs, ranging from home-grown Access® databases, to Excel® spreadsheets, and a few off-the-shelf solutions. The fragmentation made it difficult to track and manage equipment and reports, both individually and departmentally. Parkland needed to combine all their data into one consolidated solution.

The solution also needed to be flexible, as there were several different groups requiring access, all with different business needs.

Solution

Over the course of a few years Parkland migrated the system a number of times before arriving at TMS Enterprise as a total Clinical Engineering solution.

The biggest driver for TMS Enterprise was the web-based solution for ease of access to information. No longer do they store equipment information on a server in a basement biomed shop. It is on a network server supported and backed-up by the IT department.

Benefits

TMS has helped Parkland to achieve several organizational goals in quality, financial stewardship and service.

Using planned events to track their program for continual readiness for Joint Commission helped them to achieve their role in improving quality. Budget planning with warranty expiration reports, contract expiration and contract management helped the Clinical Engineering department to lead as financial stewards within Parkland. In addition, the web-based work order entry and automatic work status notification to customers improved customer service.

Another benefit Parkland found using TMS Enterprise is the ability to communicate with each other; from paging notifications of work orders, to linking project folders on a network drive before it becomes an asset, information can easily be shared between groups.



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1501 Ardmore Boulevard, 2nd Floor
Pittsburgh, PA 15221

Phone: 412-256-9020
Fax: 412-256-9040

Toll Free: 1-800-488-6990
www.frsoft.com