



## Client Case Study Providence Hospital

### Client Profile

For over 145 years, Providence Hospital has been serving Washington D.C. and the surrounding communities. Providence Hospital is the oldest continuously operating hospital in the Nation's Capital and was chartered by Abraham Lincoln in 1861. As a member of Ascension Health System, Providence Hospital is committed to servicing its patients using a network of hospitals, related health facilities, acute care services, long-term care, community health services, psychiatric rehabilitation, and residential care facilities.



*The Ambulance Entrance of Providence Hospital*

### Business Issue

Four Rivers is pleased to have had Providence Hospital as a customer since 1996. Prior to joining the Four Rivers customer base, Providence Hospital was working with a computerized maintenance management system (CMMS) that did not meet the needs of their organization. The existing CMMS application was not flexible enough to retrieve the data once it had been entered into the system. The fields were not controlled, so the data entry process was not consistent which made the retrieval of data quite difficult. While this was the key issue, there were a number of other application limitations as well which prompted the need for a new system. Overall the existing system was just not flexible enough to adapt to the needs of Providence Hospital.

### Solution

Providence Hospital evaluated several different CMMS vendors. Their selection led them to Four Rivers Software Systems because of the flexibility of the TMS application. Providence Hospital felt that TMS responded very well to their business problems and that the variety and customizability of the fields could really assist them in their day-to-day operations. As a long-time customer of Four Rivers, the Hospital originally implemented the TMS Pro product but has since upgraded to the TMS Enterprise application because of its robust functionality.

### Benefits

The implementation of the TMS products within the organization has been seamless. The Four Rivers implementation team prepared a very detailed and thorough project plan. Both Four Rivers and Providence Hospital were committed to the success of this plan.

With any installation, employees can be reluctant to migrate from their existing application, however, Providence Hospital approached this obstacle with persistence and exposure to the application. The organization was committed to train each and every employee on the basics of the application. The more intense or super users of the application received higher levels of training. Providence Hospital has taken advantage of several of the training programs offered by Four Rivers Software Systems. During the initial installation they selected on-site training because of the large quantity of employees that required training on the application. The more advanced courses were scheduled using our Web-based training program.

The employees and management were thrilled with the speed and ease of use of the TMS Enterprise application. Most especially they were impressed with the reporting capabilities within TMS Enterprise. According to Thomas Anderson, Vice President of Facilities Management, "TMS Reporting has been a tremendous benefit to Providence Hospital." Users can simply login to the TMS application and generate reports not just for maintenance history on equipment, but also for building maintenance. Reports that provide accurate maintenance records on temperature controls to IV Pumps are critical to Providence Hospital. These are just a few of the reports they provide to regulatory agencies such as JCAHO and the Department of Health.

The benefits of TMS Enterprise are numerous. In addition to the benefits mentioned, Providence Hospital is planning to implement the TMS Dispatch Module for use as a call center application. "The flexibility and expandability of the system is a huge asset. Transition from a maintenance management system to a call center is a great savings for Providence Hospital," said Thomas Anderson of Providence Hospital. Once implemented, TMS Dispatch will help Providence Hospital centralize work schedules, improve response time, and increase customer satisfaction.



**Four Rivers**<sup>®</sup>  
SOFTWARE SYSTEMS

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](http://www.frsoft.com)