



Four Rivers®
SOFTWARE SYSTEMS

Client Case Study University of Mississippi Medical Center

Client Profile

Located on the health sciences campus of the University of Mississippi, the University of Mississippi Medical Center operates five professional schools with 2,500 students and a clinical enterprise with four teaching hospitals and a large physician practice on the campus. UMMC also has locations with patient-care and support activities at the nearby Jackson Medical Mall and other sites in the metro area. With approximately 27,000 admissions and 500,000 outpatient and emergency visits annually, the Medical Center operates the only Level 1 Trauma Center in Mississippi and the state's only children's hospital.



The University of Mississippi Medical Center

Business Issue

As an organization, the University of Mississippi Medical Center was interested in getting more accurate reports on the time it took to complete work orders along with more productive procedures for the maintenance technicians while trying to become a paperless organization. Their manual system not only used a lot of paper, but it took at least one day for the completed paperwork to be returned and entered into their CMMS system – TMS Enterprise.

Solution

The University of Mississippi Medical Center evaluated both the TMS Now Wireless and the TMS Mobile applications. TMS Now Wireless was selected because it worked successfully with the firewall within their environment and allowed access to data in real-time. It also had the features and functionality that will eventually allow the technicians to carry only one device.

Benefits

TMS Now Wireless has been very successful at the University of Mississippi Medical Center. As an organization, they have been able to have technicians enter and complete work orders on-the-fly. Technicians save time not having to return to a central location to pick up the new work orders and now receive email notifications of work order assignments in real-time while they are in the field. At this point, they are still using some radio communication with the technicians, but this eventually will phase out and technicians will carry only one device. Because technicians are carrying Smartphones, there is also the added benefit of checking and responding to email which they had not been able to do previously.

Technicians were initially reluctant to transition to TMS Now Wireless. The University of Mississippi Medical Center created some test and focus groups to make sure the application was responding properly, that technicians with various computer skills were able to use it, and that customers were satisfied. After a very short time, the group had a 100% positive response rate.

The University of Mississippi Medical Center was quite pleased with the ease of the implementation. Users simply point to a browser and access a website so there is no client installation and no implementation delays. Technicians adapted quite quickly. With short training they were proficient with the navigation menus and screens. With over 90 technicians hitting the server on a consistent basis, the application continues to function tremendously.



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