



Dean Health System

Client Profile

Based in Madison, Wisconsin, Dean Health System is a multi-specialty integrated healthcare delivery system. Dean Health System provides medical and health services, health insurance products, ancillary services, clinical research, and education. Their medical and health services are provided through a network of clinics throughout Southern Wisconsin. The mission of the health system is to improve the health of the community through innovation, integrity, responsiveness, and financial wisdom.



Business Issue

When Dean Health System started their evaluation of a computerized maintenance management system (CMMS), there was no automated system in place. While the organization was attempting to track some of its repairs on paper, it was estimated that only about 50% of those tasks were ever recorded. Technicians were completing dozens of tasks per day with most of those tasks being requested on-the-fly. These in-transit work orders were never formally documented. The lack of an automated system prevented them from implementing any type of preventive maintenance program, and they were just reacting on a day-to-day basis. Technicians were overworked and morale was low.

Solution

A contact at a nearby hospital recommended the Four Rivers organization. After evaluating six or seven different vendors, Dean Health System decided to implement TMS Enterprise from Four Rivers Software Systems. This decision was based on a number of different factors. One of the key components of that decision were the features and functionality of TMS. A key component was the Web capabilities of TMS Enterprise. With fifty different locations the need to access data in real-time was crucial. Due to Dean's large healthcare network, they were particularly interested in the Pager Link Module to improve communications with their technicians in the field. Dean was also interested in the TMS Mobile application which would allow their technicians to access work orders in the field, saving them valuable time. Over half of their technicians are currently using the TMS Mobile application and the number is increasing daily.

Dean Health System was excited to begin the implementation process. Since no existing system was in place, training was important to the success of the project. Each technician was provided with eight hours of initial training. They still use on-going training as a part of their process to make sure that they have all of the necessary resources in place. In addition to training the technicians, it was also necessary to train the end users on the application and how to enter service requests.

After the implementation was complete, it was still important that Dean Health System have access to Four Rivers for any additional questions or follow-up training. Dean has been very impressed with the expertise of the technical support staff, as well as their prompt and responsive nature.

Benefits

Dean Health System has realized a number of benefits from the TMS Enterprise application. The automated system creates a list of Preventive Maintenance and Planned Event schedules. This list provided the technicians with a tool to organize their day. The ability to organize tasks has made them more productive in their roles. It has also increased morale and improved employee attitude.

Customer satisfaction has increased as a result of the TMS Enterprise implementation. Items are fixed more quickly, and the ability to do preventive maintenance has decreased the need for unscheduled repairs. A scheduled list of activities has taken quite a bit of the pressure off the technicians and made it easier for them to handle their workload. The stress level within the department has decreased significantly.

End users now use the system effectively. Email responses are used to keep requesters aware of any change in status of their request. They absolutely love the increased communication. In fact, end-users have adapted so quickly to TMS that on-the-fly requests now make up less than 5% of the work orders.

Dean Health System highly recommends TMS Enterprise and Four Rivers to any organization in need of a CMMS application. They are continuing to expand their use of the application and soon plan to implement the TMS Survey Module to capture additional customer satisfaction rates not only to better their organization, but as a performance evaluation tool for the technicians.



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