



Client Success Story Q&A: Providence VA Medical Center

FAST FACTS

Client	Providence VA Medical Center, Allen Somers - Supervisor of Maintenance Operations
Industry	Healthcare
Geography	Providence, Rhode Island
Vitals	506,491 square feet, 73 beds, 32 facilities, 150 physicians and 1,038 full-time employees, 178,291 patients served. In fiscal year 2010, there were 353,509 outpatient visits.
Business Challenge	Extend equipment life with a more comprehensive Planned Maintenance program and improve reporting for management and compliance.
Solution	Planned Maintenance™
Results	Establishing new baseline for planned maintenance to gain the maximum life out of equipment. Reporting features provide numerous ways to analyze data, enabling more effective staff and resource management.
Additional Benefits	Provides correct reporting for The Joint Commission. Excellent support.

Why did you choose FacilityDude?

FacilityDude's Planned Maintenance module is affordable and user-friendly. Having a web-based system along with the wonderful customer service means it is easier for us to manage. You guys take great care of us.

What business challenges were you facing?

We were lacking an effective Planned Maintenance (PM) program and reporting. Our previous program did not provide the level of detail needed for articulating what items were to be reviewed and addressed for each piece of equipment. Our reports would state that equipment had been repaired, but lack specific information about action taken. We were questioning whether planned maintenance was as thorough as it should be to result in long term gains and extended equipment life.

How did FacilityDude help you solve these business challenges?

FacilityDude has helped us set the new baseline for proper planned maintenance. Work orders contain specific tasks for each piece of equipment and the staff is armed with these standards during the process. We feel confident PM is now optimal to gain the maximum life out of our equipment. Additionally, we now have an accurate inventory and maintenance record for all our equipment, which is very helpful during regulatory reviews.

How was the implementation process?

We have been incrementally implementing the system since we have limited staff resources. We opted to have on-site training, which was very comforting and reassuring to guide us through the transition. The system has been easy to learn and the staff has found it to be very user friendly.

How has FacilityDude helped you save time/resources?

Right away we noticed an improvement in operations and staff scheduling. Being able to run reports showing open or in-progress work orders enabled us to more effectively allocate staff and resources. Our day-to-day operations are a lot smoother now.

How does FacilityDude adapt to meet your needs?

Currently we are doing some facade work on our building and it's creating tons of dust. Therefore we are now changing air filters very frequently. With Planned Maintenance, I could go into that PM schedule, and in less than a minute change the frequency from monthly to weekly. It was quick and simple and then I was able to move on to the next item on my "to do" list. Having it is an absolute necessity.

How do you utilize FacilityDude alongside VistA?

VistA is the system offered by the VA for work orders and inventory. We use VistA for work orders and utilize FacilityDude's Planned Maintenance for PM and equipment related work orders.

How has FacilityDude impacted your work life?

Having quick access to reports and documentation is essential. I used to spend hours sifting through paperwork and gathering information, now I can pull reports with everything I need in minutes. With FacilityDude I am saving so much time and I always feel prepared.

What else has FacilityDude helped you achieve?

FacilityDude enhanced our resource management and future planning. We now know how much time to allocate for preventative maintenance work. In some cases, we are outsourcing certain repairs because we do not have enough staff. For example, we only have two HVAC mechanics. All that work can be reported on in a variety of ways, so when the time comes to add staff, we will have the data to justify the request.

*"Reporting is so much easier now.
What used to take hours now
takes just minutes."*

Allen Somers
*Supervisor of
Maintenance Operations*

Has The Joint Commission visited since you purchased Planned Maintenance?

Not yet. We are anticipating a visit after the first of the year. We know they will inquire about PM during the review. My bosses and I are breathing a sigh of relief because the reporting in Planned Maintenance will provide the documentation we need for PM. Knowing that part is taken care of gives us confidence.

What three things would you tell someone about FacilityDude?

1. The reporting is robust. In a matter of minutes and with a few clicks, I can have a custom report.
2. The customer service is excellent. They are available, dependable and always happy to assist.
3. It's easy! The system is intuitive and so easy to learn.



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