EAST TEXAS MEDICAL CENTER REGIONAL HEALTHCARE SYSTEM

CMMS Software Case Study

BETTER TOOLS,
ACCURATE DATA,
A SIMPLE DECISION

Profile

ETMC is a system of 15 hospitals and 6,000 employees, serving hundreds of thousands. The story of the East Texas Medical Center Regional Healthcare System is as new as the most sophisticated medical technology, and as old as the need to care for one another.

Their philosophy of service transformed what was once one hospital drawing referrals from its surrounding area into a seamless system of primary, secondary and tertiary healthcare facilities and services throughout East Texas. It is a system with one mission: to bring the people of the region the care they deserve – *care that is first in East Texas, second to none.*

ETMC's strategy is to provide care in rural areas whenever possible. The system is organized so that primary care is provided in the rural health clinics. Secondary care is also provided locally in the ETMC affiliate hospitals. High-level secondary and tertiary care is provided at ETMC Tyler.

Situation

ETMC Tyler serves as the flagship of the regional system, providing tertiary care and support for their regional hospitals. With 454 beds, they are the largest facility in the ETMC system. When selecting a maintenance system, they realized the need for an application that could suit both the needs of a large facility and that of one of their typical rural facilities, which averages less than 100 beds.

After reviewing the capabilities of Custom Maintenance Software (CMS) and optional CMS Mobile and CMS Touch interfaces, they were confident the system would meet their needs, now and in the future.

Solution

Facilities Survey was able to assist ETMC in eliminating many of the typical start-up costs associated with implementing a new maintenance software system. By providing several on-line training sessions tailored to the specific audience, users received the necessary instruction without being removed from their work environment for the typical two to three days of training. Facilities Survey also supported ETMC by providing spreadsheet templates for gathering the necessary equipment details to populate CMS. With the simplified single-screen preventive maintenance procedure development and scheduling, ETMC was up and running in less than a week.

ETMC continues to expand the use of CMS by deploying online request pages for their internal customers, increasing the utilization of handheld computers to complete regulatory inspections and automatically distributing work orders to specific printers after normal business hours. Applying the right tools has enabled ETMC to better manage charge-back reporting to departments and provide constant feedback to their customers.

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