Tivoli software

MACS and IBM contribute to quality of health care at the academic hospital Maastricht

Overview

The challenge:
- *Registration of 14,000 assets of medical equipment*
- *Management of maintenance and outage labour regarding these assets*
- *Linking assets usage to the existing database*

The solution:
- *IBM Maximo Asset Management*

The benefits:
- *Entire lifecycle of assets is traceable*
- *Asset approval processes automated*
- *User-friendly system that meets future requirements*

Continually guaranteeing the quality of patient care is essential for the academic hospital Maastricht (Dutch: academisch ziekenhuis Maastricht or azM). In order to offer high quality health care on a daily basis, the availability of medical equipment and laboratory instruments is of great importance. IBM Maximo Asset Management, implemented by business partner MACS, ensures that azM can maintain and manage its medical equipment in an optimal way: user-friendly and flexible.

"With the IBM Maximo Asset Management system, azM has at its disposal a user-friendly, web-architected and adjustable solution".

395,000 patients and 4,700 employees
The academic hospital Maastricht (azM) is considered to be one of the best hospitals in the Netherlands. No less than 85% of its budget is used for patient care.

AzM's Instrumental Service, consisting of 45 employees, is responsible for the maintenance and management of medical equipment and laboratory instruments: totalling about 14,000 assets. This requires perfection. Not just from a cost perspective, but also to obtain and warrant the required quality of care.

Since the mid 80's, azM's Instrumental Service manages all medical assets, ranging from microscopes to MRI equipment. However, the previous system, especially designed by and for

hospitals, did not offer enough possibilities to adjust it to specific user needs. This shortcoming motivated azM to switch to a new asset management solution. *"Just like a lot of other asset management systems, this system registered the assets adequately, but it did not offer its users enough possibilities to adjust it to their needs. We were looking for a system that did offer these possibilities, and which would be accessible from any computer",* says Ger Schrouff, senior staff employee of azM's Instrumental Service. The Instrumental Service also emphasized that the new system should not just register the medical instruments and manage maintenance and outage labour, but should also offer integrated purchasing functionality. *"IBM Maximo Asset Management provides us with a user-friendly system that may be utilized by every maintenance engineer from any hospital location".*

Optimal planning of asset maintenance

IBM Maximo Asset Management allows for management and maintenance of all physical corporate assets. This includes all processes, parts and teams involved in maintenance. IBM Maximo's work management module provides azM with the opportunity to schedule and

report maintenance work. The link with the (SQL) database means that the growing number of assets can be entered into the system quickly and smoothly. In addition, the CIM Maintenance Visual Planner for Maximo, which is integrated within IBM Maximo, is deployed. At a glance, this planner offers (visual) information regarding all job orders, such as responsibilities, locations, departments and required capacity.

IBM Maximo Asset Management's deployment at the azM was conducted by IBM Business Partner MACS, who produced the implementation plans at the end of 2005. Within 2 months, MACS installed the system for all 45 employees of the Instrumental Service. In January of 2006, they could already start registering all assets within the new system. Ger Schrouff: *"For the Instrumental Service, it is very important that the system can be organized in a way that meets our requirements. In addition, adjusting or expanding the system should be easy, to anticipate changes within the azM. MACS offers us the right aftercare to explore new possibilities or gives us directions to let us continue adjusting the system."* Ger Schrouff is very pleased with what he refers to as 'the pliability of the system'. Effortlessly, he and

his colleagues are reproducing and configuring standard components within the system to acquire an azM specific component for the Instrumental Service. *"For our instruments, we wanted to have fixed records which could only be adjusted by the system administrator. IBM Maximo offers us this possibility. We have further configured the application and added fields which are read-only for users, and can not be adjusted."*

With the IBM Maximo Asset Management system, azM has at its disposal a user-friendly, web-architected and adjustable solution. IBM Maximo Asset Management offers azM exactly the comfort and flexibility with which it can support continuous quality of health care in an optimal way.

Comprehensive reporting features

IBM Maximo provides support to performing preventive maintenance: the entire replacement program is indicated in the system. IBM Maximo also allows for preventive maintenance alerts to be set, but notifications for other parts may also be included easily. The entire life cycle of assets is traceable and the Visual Planner displays a clear overview of how equipment has been scheduled.

Moreover, IBM Maximo manages the approval process of work orders, purchase orders and budgets. Department heads receive automatic reports of purchase orders which need their approval, including the expenses involved. Finally, the signed purchase orders and job tickets are all in the system, to allow reporting on maintenance cost and executed jobs.

Additional features

Currently, azM is studying how the system could be implemented at two other locations as well. Aspects such as flexibility, accessibility and registration will subsequently become even more important in the system requirements. Furthermore, it is essential that an infrastructure will be created in which quality and standards will be warranted in a simple way. "If employees are able to register an instrument using a barcode and can fill out and sign a job ticket on the spot, the maintenance infrastructure will not only offer more simplicity, but will also warrant the azM standard and quality of care." Therefore, azM is now looking for ways to use IBM Maximo's mobile solutions to support quality in health care in a simple, easy way. A solution to link attendance registration to the system is another future challenge. Also, the Instrumental Service wants to integrate the Key Performance Indicators which azM introduced last year, into the system. This will be done using KPI-manager, a standard component of IBM Maximo.

MACS total solutions for maintenance management

MACS specialises in advice and implementation of total solutions for maintenance management, IT service management and time registration. Regarding maintenance management, MACS advises which components of IBM Maximo Asset Management are required to realize optimum maintenance management, taking the wishes of its clients into account. This approach ensures that users will only have those features at their disposal that are relevant to improving business processes. MACS aspires to support organisations in attaining higher levels of efficiency by simplifying maintenance management processes, increasing the return on assets and lowering asset-related costs.

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Would you like to find out more?

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