



Maine Medical Center

MaineHealth

How One Medical Center Reduced Open Work Orders & Improved Compliance Reporting

— CHALLENGES

- *Keeping on top of critical maintenance issues is fundamental to patient care*
- *Regulatory compliance and reporting*
- *Setting up an asset tracking system for the first time*

+ SOLUTIONS

- *Maintenance Connection's enterprise asset management module.*
- *Maintenance Connection's work order tracking module*
- *Automated reporting for weekly and monthly updates*

= RESULTS

- *Government inspections completed on time to maintain compliance*
- *Preventive maintenance schedules that diminish break downs*
- *Minimized staff interruptions realized from digital service request process*

Maine Medical Center (MMC) is a community hospital and resource for the people of Maine and northern New England. As the state's largest medical center, it is licensed for more than 600 beds and employs more than 6,000 people. The center's size, complexity and importance to the entire region mean that keeping on top of critical maintenance issues is not just part of Maine Medical Center's daily work—it's core to the organization's fundamental mission.

To keep the region's population healthy, MMC needed to track work orders, asset health and status reports all in one place, seamlessly and digitally across hundreds of pieces of equipment and stakeholders. And for that, it needed the best CMMS in the nation. MMC turned to Maintenance Connection.

"We use it in as many different departments as possible," says Josh Hazelton, regulatory and compliance manager at MMC.

SHIFTING FROM PAPERWORK TO A DIGITAL SYSTEM

Maine Medical Center faced a serious problem. The organization's assets were directly responsible for keeping patients healthy, but the system for asset management was less than ideal. The maintenance team was running operations using a largely paper-based system. Getting the center's hundreds of assets into a digital system for more effective management and reporting was essential as the center grew.

"Maintenance at that time was a lot harder. A lot more paperwork," says Hazelton.

Maintenance Connection's CMMS came to the rescue. Maintenance Connection offered MMC completely digital work order tracking, asset management and reporting that significantly streamlined operations. MMC began using the CMMS in its clinical engineering department.

"Having all maintenance operations digital is phenomenal. Everybody on the floor can put work orders in without having to call in," says Hazelton. "It's lightened the load a lot on our work orders. One employee was getting well over 100 phone calls a day. Now, he's getting a fifth of those a day."

The ability to track asset history through the system has also helped. MMC notes when an asset needs to be replaced or fails repeatedly, then diagnoses the issue. That helps the organization budget and plan to solve the issue—whether through preventive maintenance (PM) or replacement—rather than put a bandage over the problem.

CLEAR, ACTIONABLE AND AUTOMATED REPORTS

The data from the CMMS is visible and reported to the right people—a major priority for Maine Medical Center.

"Reporting is huge," says Hazelton. MMC does a significant amount of reporting for state and federal agencies. Maintenance Connection's CMMS helps maintenance make sure all required government inspections are done on time. For instance, MMC must regularly test all smoke detectors, elevators and air handlers. Maintenance Connection digitally manages the documents and schedules for all this maintenance, so that it happens on time and before assets break down.

Reports on labor are also critical: Hazelton always knows where staff members are with their maintenance activities, increasing productivity and return on budget. Maintenance can access all of this data from their computers or on the floor using mobile devices. The CMMS also allows Hazelton and his teams to receive reports automatically.

"I have certain reports that are emailed to me weekly or monthly," Hazelton says. "And they are automatically there. I don't often have to get them changed. The leads get their reports, their labor reports sent to them weekly. So they know where they're standing."



WORLD-CLASS SUPPORT THAT SAVES TIME AND MONEY

After the successful rollout to the clinical engineering department, MMC deployed Maintenance Connection in other departments. These included the engineering, property management, safety and linen departments. The total users of the system number about 50 now. New employees are set up with an iPad and Maintenance Connection as part of their onboarding.

"We're rolling it out to the entire team," says Hazelton. "We want Maintenance Connection in as many different departments as possible."

Maintenance Connection's features attract departments that want to run better operations. But it's Maintenance Connection support that makes it possible to implement the system in a timely manner—without hassle. As part of every implementation, Maintenance Connection offered consistent support every step of the way, working on-site with MMC to maximize the value they got from the system. And when Maintenance Connection specialists left the building, the support didn't stop—it's available any time MMC needs it.

"We always get the answers we need," says Hazelton. "Maintenance Connection always gets right back to us, and that's always been the case. Sometimes they get back to us faster than we can actually handle the response, which is phenomenal."

This level of support ensures that Maine Medical Center gets the most value possible out of its investment. MMC is a nonprofit institution that has provided more than \$190 million annually in community benefits, giving care to those who need it, regardless of their ability to pay. Maximizing the dollars spent on maintenance with the Maintenance Connection CMMS guarantees that MMC will continue that important mission year after year.



Want to see how a CMMS can help your healthcare facility automate reports, save maintenance budgets and reduce open work orders?

WATCH A FREE DEMO OF MAINTENANCE CONNECTION

to see how you can maintenance procedures like Maine Medical Center.

