Baystate Health
Success Story for FM:Systems®

Baystate Health maintained control over their maintenance management process and streamlined it across their three campuses.

“We now have complete visibility into our facilities data—reports can be pulled up instantly, enabling us to get immediate access to the information we need right at our fingertips.”

-Lynne Keane, Systems Administrator for the Facilities Planning & Engineering Department at Baystate Health

Background
Baystate Health is a not-for-profit, mission-driven, integrated health system serving a population of over 750,000 people in communities across western Massachusetts. With roots dating to the founding of Springfield City Hospital in 1873, Baystate Health has been providing skilled and compassionate health care in the Pioneer Valley for more than 140 years.

Facilities and Property Overview
Baystate Health is an integrated health care delivery system serving a population of nearly 1 million people in western Massachusetts. It is one of the largest health systems in New England with over 10,000 employees and an annual budget of over $2 billion. The major facilities and services of Baystate Health includes five hospitals, over 80 medical practices, and 25 laboratories equaling more than 4.5 million square feet.

Challenges
The biggest challenge Baystate Health faced was not being able to streamline their maintenance processes. The maintenance management system they had in place prior to FM:Interact did not provide Baystate with the ability to automate their workflow process, which dramatically impacted the productivity of their maintenance team. Ideally, they wanted to automatically route work
orders to the appropriate technician on each of their three campuses, but instead tickets were created and directed through their call center. Another burden of their maintenance process was that they had no way of alerting the end user of the status of their work order or when the ticket was closed out. The workflow process they had in place was time consuming, causing inefficiencies and negatively impacting the satisfaction of their employees.

Another major pain point the Baystate Health facility team faced was the preparation of their monthly maintenance chargeback reports, which are critical in knowing how much it costs to operate their off-site buildings. Baystate had a part-time consultant whose primary focus was writing these reports and getting them into the hands of key personnel. Without having an automated maintenance management solution in place to report on this data, it created a very manual, tedious, and error prone process which took about 3-4 days to complete each month.

Solution

After researching Integrated Workplace Management Systems (IWMS), Baystate Health selected FM:Interact to help them effectively manage their facilities based on its ease of use, configurability, and seamless integration with other systems. Baystate has been using the FM:Interact Space Management module to track their space allocations since their implementation in 1998. Since then, they have implemented the Facility Maintenance Management, Move Management, Project Management and Real Estate and Portfolio Management modules as well as FM:Systems mobile solution, FM:Mobile.

Lynne Keane, the Systems Administrator for the Facilities Planning and Engineering Department, insisted Baystate implement an automated maintenance management solution to help them effectively manage their work orders and have the ability to share their facilities data throughout all their campuses and various departments. Since beginning her position in January of 2010, she has converted the organization’s previous maintenance software to FM:Systems’ Facility Maintenance module, helping process and track over 50,000 service orders each year.

“The thought of moving towards a new maintenance solution was hard for some employees since they were used to their current processes,” said Lynne Keane, “but once Baystate got the FM:Interact Facility Maintenance module up and running and started to see immediate results, the team quickly realized the value of an automated solution for managing their work order processes more effectively.”

Baystate is a Joint Commission-accredited healthcare organization which means they are surveyed every three years to determine where improvements can be made in order to maintain a safe, high quality healthcare facility. FM:Interact plays an important role in helping them maintain their certification by enabling them to comply with all the goals and requirements set by the Joint Commission. Since migrating their previous maintenance system over to the FM:Interact Maintenance Management module, they have been able to maintain control of their maintenance processes and streamline their workflows. The Maintenance Management module has provided Baystate Health with the ability to set up preventative maintenance tasks for all their equipment and areas of the hospital that are surveyed each year. This provided them with a continuous repository of history data on each piece of equipment that can be easily accessed if there are any questions or issues found during their survey.
Results

Automated Workflow Processes

Since implementing the FM:Interact Facility Maintenance module Baystate has achieved large efficiency gains over their previous solution. They have since been able to maintain control over their maintenance management process and streamline it across their three campuses. Any member of their organization can now enter in a work order instead of having it go through their call center. Once a ticket is created, it is automatically routed to the appropriate technician, it can be tracked from open to close, and an email is automatically sent to the end user once the request is complete. Their maintenance technicians are now able to respond to requests much more quickly than before. This has helped to improve employee satisfaction while increasing communications throughout everyone involved in the facility maintenance process.

Streamlined Reporting

Baystate’s monthly maintenance chargeback reports that used to take 3-4 days are now instantly at their fingertips, saving them about a month of valuable time over the course of the year. Having real-time, accurate data on their maintenance operations readily available, Baystate is now able to run all of their reports at scheduled intervals and automatically route them to key stakeholders. This ensures that deadlines are never missed and reports are always in the appropriate hands when they need to be. The implementation of the Facility Maintenance Management module has allowed Baystate to not only address one of their biggest challenges, but it has allowed them to save time and effort while enabling them to ensure a high degree of confidence in their Joint Commission reporting.

Enhanced Facility Operations

Baystate now has the tools at hand to extend the operational life of their building equipment and assets by proactively maintaining an effective preventative maintenance program. FM:Interact has provided Baystate with the resources needed to continuously improve their facilities and to stay on top of the standards that are re-evaluated each year to maintain their Joint Commission certification. All of this has improved the overall coordination of their facilities operations while making sure that each area and all assets of the hospital are correctly maintained with the highest level of quality.

Lynne Keane stated, “Prior to the implementation FM:Interacts’ Facility Maintenance module, something as simple as running a report was a very manual, tedious, and challenging process. We now have complete visibility into our facilities data—reports can be pulled up instantly, enabling us to get immediate access to the information we need right at our fingertips.”

Images courtesy of Baystate Health