

# S U C C E S S S T O R Y

## St. Mary's Health Care System

FM Works—fits like a surgical glove

### Background

St. Mary's Health Care System in Athens, Georgia, is a private, non-profit, acute care network with 10 buildings totaling 500,000 square feet. "We needed a tool that could support the engineering team and reduce the amount of labor required to record data," says Tom Kruer, Facilities Director at St. Mary's. "We were tasking maintenance service on manual input forms and tracking it in notebooks." There was no way to monitor the progress of current tasks or report on their completion. "We were looking for a system that would give us productivity data about our department and about every individual. We needed histories of the work done for JCAHO and State reporting."

The Healthcare Provider needed a 24X7, web accessible method of requesting and dispatching on-demand maintenance tasks to its staff of 16 maintenance personnel. They also wanted the system to automatically page the on-call craftspersons any time an after-hours task was requested over the web.



### Solution

FM Works provided automated solutions to each of the departments' problems that added new power and accessibility to maintenance management at St. Mary's. Now FM Works with Works Manager, e-Works, Work Router, PM Explorer, and Work Order Express is providing simplified maintenance management and has resolved their maintenance tasking, tracking and documentation problems with automated ease of process. FM Works engineering professionals provided a comprehensive, ready-to-use setup of the PM program; and St. Mary's is servicing the facilities and equipment in a much more timely and professional way.

### Results

Mr. Kruer cites savings in the form of reduced maintenance time and the peace of mind that comes from having an easy handle on maintenance of the facility. Kruer is pleased that the hospital management now sees productivity reports for the Engineering Department. When preparing for a Joint Commission (JCAHO) review, the hospital has access to documentation of maintenance procedures and will simply print reports from FM Works and Archibus to satisfy JCAHO requirements. Histories of work done on each piece of equipment will provide the detail needed for regulatory reporting.

Using the FM Work Router (a pager notification system) and e-Works for web access, each of St. Mary's 1400 employees can request and dispatch on-demand maintenance needs to on-call craftspersons 24 hours a day, 7 days a week. St. Mary's is now managing hospital facilities and equipment using preventive and on-demand maintenance automation seamlessly. Work requests are automatically generated, dispatched, tracked, and documented.



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