

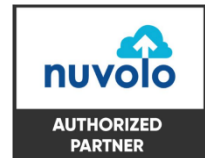
CMMS Consulting Services

Enterprise asset management solutions for healthcare



CMMS consulting services to optimize your clinical enterprise

Modern patient care is more challenging, more demanding and more technology dependent than ever before. To compete effectively you need your technology to work for you.



Today's complex healthcare enterprises demand powerful and dynamic enterprise asset management (EAM)/Computerized Maintenance and Management System (CMMS) applications that can easily track thousands of assets and hundreds of thousands of service events annually and quickly aggregate this data to identify important trends, drive informed responses and ensure organizational compliance.

When it comes to efficiently and effectively managing your clinical technology, a well-designed EAM/CMMS platform is critical to success. Having the right partner, one that understands the big picture AND possesses the expertise necessary to execute a consistent, comprehensive strategy to deliver reliable, end-to-end functionality, can make all the difference.

As a Nuvolo Authorized Partner with certified ServiceNow professionals on staff, ISS Solutions is uniquely qualified to provide your organization with this support. Our team of HTM and CMMS experts, all experienced biomedical technicians, can assist your healthcare organization throughout each phase of your EAM project.

- Conducting CMMS needs analysis and market surveys, performing project value analysis and recommending product selection criteria based on your specific needs and project goals.
- Implementation and optimization of your new instance of Nuvolo to reflect industry best practice including high availability considerations, interoperability with call dispatch, escalation and after-hours coverage.
- Performing pre-migration database analysis and cleanup to standardize and normalize your inventory data to ensure consistency in manufacturer, model and device category nomenclature and alignment with your organization's facility and location data standards.
- Automation of service work order processes to standardize complex workflows, such as preventive maintenance follow-up, recall management and PHI screening.
- Facilitate management oversight by developing custom dashboards to bring critical information to the forefront for both managers and technicians.
- Establish Service Level Agreements (SLAs) based on your organization's needs objectives and resources and then implement common sense processes to identify, track and address noncompliance.
- Developing a portfolio of customized reporting tools to track staff productivity and document key accomplishments, promote data-driven Environment of Care meetings and support successful regulatory and accreditation surveys.

ISS Solutions can provide support to existing Nuvolo users looking to optimize, as well as support implementation of new Nuvolo instances. We also have extensive experience and expertise converting other CMMS databases to Nuvolo.

Advantages of Best-in-Class EAM:



Planning and Prioritization



Data Standardization



Actionable Insights

Client Success Stories...

Examples of how ISS Solutions has used its knowledge and experience to help leading healthcare organizations improve their HTM program by optimizing their CMMS applications include the following key projects:

- ISS Solutions recently assisted with data cleanup and standardization efforts for a large metropolitan healthcare system. Over 100,000 inventory devices were analyzed and scrubbed to remove duplicate manufacturers and models, undesired prefixes and suffix's, standardize device categories and location data and correct other anomalies in preparation for the implementation and transition to a new CMMS platform.
- As part of its continued expansion a successful and growing healthcare system recently acquired a new hospital and struggled with integrating two different clinical asset databases. ISS Solutions CMMS consultants reviewed and normalized their asset nomenclatures to match the established standard. This required mapping thousands of manufacturer's names, models and device categories and then syncing PM schedules based on workorder histories and prior PM frequencies. Once complete, ISS Solutions managed the import of all asset data into the primary CMMS database, conducted testing to ensure the quality of resulting data and then trained the hospital staff to use the new CMMS application.
- In support of a client's recent hospital acquisition, ISS Solutions CMMS consultants were engaged to establish the estimated acquisition costs for approximately 80,000 legacy clinical devices, updating each asset record while ensuring consistency in pricing for like devices/models. We then implemented a new process to capture the purchase price of new clinical technology and update the corresponding asset record within the CMMS application as new technology was acquired. This is a fundamental step prior to benchmarking 'Cost of Service Ratio', a key measure of a HTM program's efficiency.
- ISS Solutions designed and implemented a 'Client Portal' to allow end users secure, direct access to information about their clinical technology, including detailed asset inventory lists, work order completion details and intuitive program reporting. The Client Portal also facilitates new requests for service guaranteeing that all essential call information is captured and communicated at the call origination.
- ISS Solutions provided application training for new implementations and existing CMMS products utilizing both 'Train the Trainer' and 'Direct to User' training methodologies. We also developed formalized instructional documentation to be used for future CMMS training to support departmental policies and procedures.
- ISS Solutions created customized process workflows to ensure documentation of Protected Health Information (PHI) screening was completed each time a medical device was removed from the healthcare facility. This workflow automatically created a work order requiring the technicians to complete the results of their PHI screening. It ensured 100% compliance with the facility's ISO policies regarding safeguarding PHI.
- ISS Solutions utilized its HTM expertise to redesign their CMMS application's user interface to optimize workorder processing while ensuring compliance with established documentation policies. By analyzing the operational workflow ISS Solutions was able to streamline the user interface to reduce the number of mouse clicks and scrolling required to complete these workorders, enhancing technician efficiency and compliance.

Contact us today to learn how we can help you get the maximum benefit out of your CMMS application.

About ISS Solutions

For over 50 years, ISS Solutions has been delivering turnkey healthcare technology management solutions that promote safety and enable maximum effectiveness inpatient care for hospitals, healthcare systems and specialty care providers.

Supporting healthcare institutions coast-to-coast, ISS Solutions is an independently operated business of Geisinger.



800-752-2290
ISSolutions.com
Timothy Langan 570-996-6313
TSLangan@ISSolutions.com

Service you can count on. Experience you can depend on. Expertise you can trust.

©2023 ISS Solutions, the ISS Solutions logo, and ISSolutions.com are trademarks and/or service marks of ISS Solutions, Inc.
All other trademarks remain the property of their respective owners.