



## CLIENT SUCCESS STORY

# A Hospital-Specific CMMS is the Way to Go for Aspirus Wausau Hospital

### CLIENT

Jason Kohlbeck, Director of Facilities and Clinics, and Ben Nowak, Maintenance Supervisor

### GEOGRAPHY

Wausau, Wisconsin

### VITALS

800,000 sq. ft. and 21 clinics managed

### CHALLENGES

Finding maintenance software catered to hospitals

### RESULTS

The switch to TheWorxHub has saved time and improved compliance processes



WORK AND ASSET

**When you talk to Jason Kohlbeck or Ben Nowak at Aspirus Wausau Hospital, you get the full picture of the operations at their hospital. After all, they've been with the system for a combined 31 years.**

Aspirus Wausau is the largest of eight hospitals in the system with their maintenance department managing 1.2 million sq. ft. of facilities and clinics. Their department consists of 26 employees with a variety of skill sets, including mechanics, clinic maintenance technicians, electricians, coordinators, a carpenter and a supervisor.

## Finding a Better System

They realized their team's need for software to manage their workflow back in 2005, but the system they signed on with was made for manufacturing plants. When they discovered Dude Solutions' MaintenanceEdge™ in 2014, they made the switch to take advantage of a variety of features.

"As a director, the customer service has been far above what I've experienced with other work order type systems," Jason says. "What really impressed me about Dude Solutions was that we had a dedicated person with Shannon (client enablement specialist). She has been phenomenal with the support and helping us navigate through the changes."

Ben echoes that thought: "If I have a question, I have an answer in 15 or 20 minutes."

After using MaintenanceEdge for a few years, they heard about Dude Solutions' new healthcare-specific CMMS – TheWorxHub™. Jason said they were instantly intrigued with the features specific to compliance, rounding, risk assessments and more.

"We wanted to go with a product that was designed for our type of environment," he said. "As we've started to utilize TheWorxHub, we're seeing that it really is tailored toward hospitals. Now with TheWorxHub, we can bring into it a lot more of the compliance issues that we have as a healthcare facility. After using it, you can see how it really helps to keep you organized and on track to be compliant."

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## The Beginnings of Change

The team has only been using TheWorxHub for a few months, but they have already seen positive changes. Ben says reporting has improved, as well as the ability to use the navigation and search function. “What used to take 10-15 minutes to find only takes a minute now,” he says. “It’s so easy to search on the system.”

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They currently use the system to:

- > Manage maintenance workflow
- > Schedule preventive maintenance (PM) tasks
- > Process work orders
- > Produce reports

Ben pulls productivity reports to tie work back to the technicians, as well as ensure there are PMs tied to compliance in the system. “We can make sure things are not getting overlooked. Before, you just didn’t have that visual,” Jason says. “Being able to have that in front of you with the dashboard is very helpful.”

When a work order comes in, Ben makes sure there is enough information and asks for more if needed. **This system has led to a reduction in incomplete work orders being submitted by requesters.** “It’s a lot easier for them to put in work orders. It’s a quick four steps and you’re done,” he says.

Additionally, they have a report of all incoming work orders that is displayed on their monitor, so technicians can get a quick overview of what needs to be done and even assign work to him or herself if on the overnight shift.

## Better Decision-Making with Data

They are also able to see patterns in the data to help make better decisions. “We can show the department that these are the areas we need to address,” Jason says, as well as looking at capital budget needs with pieces of equipment, etc.

Jason and Ben have seen change within their staff and beyond. “We get feedback that the workflow is better,” Jason says. “I don’t think we did a really good job in the past attaching assets to work orders so we could track that back. In my mind, that’s one of the most important things about a CMMS system – that you are able to track back to that asset and see its history since you’re basing a lot of your decisions on that.”

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Ben says it now takes fewer steps to complete a work order and the mobile capabilities have been a big time saver. “Unlike the old days, I just pull my phone out and make a work order right there. That saves time and has been a big help,” Ben says. “Without a doubt, it’s made my job a lot easier. It’s made my job easier with this work order system.”

This change in systems has led to an initiative to get all of the hospitals within the Aspirus Network to implement TheWorxHub.

## Compliant & Ready for the Future

Jason said the tie in to compliance is one of the best parts of the system. “TheWorxHub has customized much of the system to help people be compliant, especially smaller facilities. Once things are risk assessed, a lot of what you have is going to help them make sure things are done correctly.”

**The location-based design also helps them get their work done faster.** “Knowing every location in the building is in the system, I think we’re getting better information,” Ben says. “The last two months, the information people are giving us is better. It’s more exact.”

In the future, they look forward to using the Barcoding module, as well as Environment of Care Rounding to make that information digital and generate work orders from rounds automatically.

They are expecting a Joint Commission inspection in a few months, so Jason says they’re working hard to make sure they have their risk assessments completed within the system. “When that inspector comes in and asks for a list of high priority equipment, we can just pull a report, hit a button and be done.”

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