Brightly

Why you need a healthcare-specific CMMS

The practice of conducting rounds throughout a healthcare facility has existed for as long as hospitals themselves. From daily or even hourly medical rounds by doctors and nurses, to less frequent rounds by hospital administrators and facility managers, the need to "check in" on patients, staff and facilities is a crucial part of running a successful healthcare operation.

The type and frequency of rounds may differ, but their importance remains universally critical. For attending physicians and bedside nurses, rounds are an important way of monitoring patient health and administering care. Hospital executives make rounds to assess the goings-on within their organization, to stay close to staff and understand more personally how the operation is running. Security and safety personnel make rounds to ensure the facility is safe and secure, and that policies and procedures are being followed and documented. **And facility personnel make rounds to ensure the hospital is clean and in good working condition to ensure the building itself is conducive to working, resting and healing.**

With the high number of healthcare options available to patients today, combined with the broad range of channels being used to share experiences in those facilities, it's more important than ever to make sure your facility is putting its best foot forward in the same way your staff is. In reality, a high quality environment of care (EOC) is a critical aspect of a patient's overall experience – and it's an experience they will likely share with thousands of other prospective patients via social media channels.

What can you do to ensure your hospital facility is making the right impression?

Making the rounds: Treating your facility like your patients

Hospitals today need to continually monitor the Environment of Care (EOC) throughout their facility, both in terms of the patient experience and compliance. This may take the form of regular departmental QA rounds covering procedures for a diverse range of requirements, such as fire safety, proper supply and storage of medication, patient privacy, infection control measures and much more. Each of these processes can impact the overall patient experience within your hospital – but they also must adhere to a strict set of compliance criteria which must be followed to the letter. Formal EOC tours will reveal any potential compliance deficiencies within these areas, so it's crucial to have a system that maintains them in a standardized and trackable way.

- Given the scope of this type of rounding, however, it's imperative that your facility is able to:
- Conduct them efficiently, maximizing resources and avoiding duplicative work whenever possible
- Document the rounds, capture and perform the appropriate response to identified issues

Make quick decisions based on the results, to improve safety while being prepared for any follow-up surveys or audits that are conducted

Historically, these processes have been challenging due to the antiquated documentation and tracking methods being used to record and follow up on them.

Many forward-thinking hospitals have adopted technology-based rounding solutions to help formalize these processes in a consistent and trackable way. But, if that rounding solution is not tied directly into the hospital's **computerized maintenance management system (CMMS)**, it presents several distinct problems:

- It requires significant double-entry of data between the EOC and CMMS system
- Deficiencies need to be transferred into the CMMS

system for effective tracking

- Department heads must be notified manually of the deficiencies they're responsible for correcting
- There is no central way of tracking and reporting this information to the EOC Committee for planning

Video

See how you can simplify maintenance and compliance
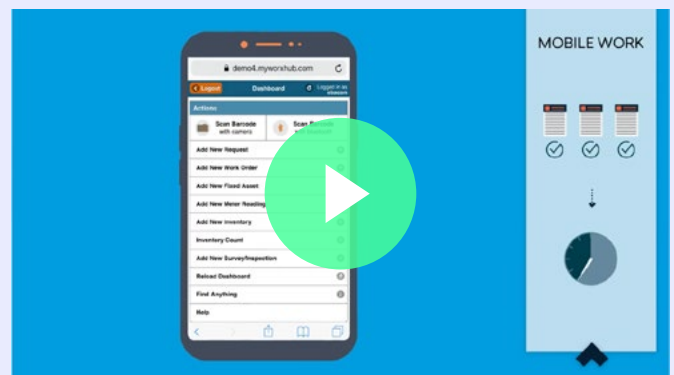
Hospital-centric CMMS: Your Rx for success

As the requirements for recording and reporting on this data have increased substantially in recent years, so has the need for a more modern system of conducting and managing it. CMMS solutions have grown in scope and popularity as facility managers have continued to improve the way in which they manage, maintain and repair their systems. And they're now accessible via any device, provide a single source of data and offer detailed reporting and analysis functions for users.

But beyond the value of general CMMS systems, **one that is specifically built** for and designed with the needs of healthcare professionals in mind can be infinitely more valuable to a wider variety of users – not just facility managers, but anyone involved in the operation of a hospital.

" "As we've started to utilize TheWorxHub, we're seeing that it really is tailored toward hospitals. After using it, you can see how it really helps to keep you organized and on track to be compliant." **"**

Jason Kohlbeck
Aspirus Wausau Hospital

Improving patient satisfaction

One of the most profound and far-reaching changes in today's healthcare environment has been the advent of patients as consumers in their own care. As more of the financial burden for healthcare falls upon patients, and as more information and opinions about hospitals and doctors become available via the internet, patients are taking more ownership in the decisions about which hospitals to choose for their procedures. In many cases, hospital reimbursement is also now tied in part to patient feedback.

As a result, hospitals have become far more aware of – and involved with – the satisfaction of their patients. Any detail that may reflect positively or negatively in a patient satisfaction score, or be posted online in a blog or review, is now on a hospital's checklist as something to consistently monitor and improve upon.

With a healthcare-centric CMMS solution, the unique needs, satisfaction criteria and compliance procedures of a hospital are built directly into the system. By capturing data in the CMMS, administrators and other key personnel throughout the facility have real-time access to information, including problems and patient concerns that can be routed to the proper department and dealt with immediately.

Environment of Care (EOC) rounds

Like most buildings, hospitals require preventive maintenance and inspections done by facility management personnel. But in the unique setting of a hospital, these requirements can reach far beyond facility maintenance to include EVS departments, housekeeping, safety, supply chain, security and all levels of engineering teams.

Because of the unique and varied nature of what is being monitored throughout EOC rounding, a healthcare-centric CMMS system is far more accurate and is specifically suited to capture, track, analyze and report on each of these distinct processes.

Issues can be identified and resolved quickly, with logs of all the steps taken to address the problem. This is a critical component of compliance requirements, which dictate specific processes for dealing with these events. In addition, pre-determined workflows can be triggered and managed automatically, with built-in escalation procedures if issues aren't addressed in a timely fashion. And having the ability to access and leverage that system via a mobile device makes it even easier to execute these functions during the rounds, when issues are first recognized.

Reporting and compliance preparedness

Reporting functionality is another key aspect of a healthcare-centric CMMS tool. Reports generated from within the system allow hospitals to identify problematic trends in order to create immediate and long-term improvements. Reporting is also a key feature of compliance requirements, as a healthcare CMMS solution for EOC rounding will address the need for inspections and accreditation.

Deficiency reporting by the EOC Committee will generally identify what types of staff training are needed, improvements that can be made and how the hospital overall can be better prepared for surveys. The possibility of

an unannounced survey by the CMS or other accrediting agencies looms large over any hospital, and having real-time data and robust reporting tools at their fingertips can provide the backup needed to pass those inspections regardless of the amount of lead time involved.

In an age where hospitals are focused on the simultaneous goals of quality, cost reduction and population health, accountability has never been more important. Justifying budgeting decisions, proving compliance and demonstrating value to the organization are all critical to maintaining funding and getting recognition for staff members and teams. **A powerful reporting mechanism in a healthcare-centric CMMS tool can be a key part of this effort and help to create an overall "culture of safety" that extends throughout the organization.**

E-book

See how you can efficiently stay compliant

Learn more
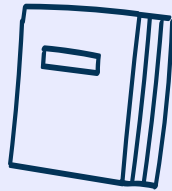
Conclusion

Regardless of their specialty, hospitals are unlike any other type of facility. Providing a safe, healing environment for patients and their families is what drives the organization – but behind the scenes, the implications of an error or a misstep in a regulated process weigh heavily on those who manage those operations.

Having a dedicated CMMS solution provides an accessible and affordable means of improving patient satisfaction levels, maintaining facilities and adhering to strict accreditation requirements. It is the equivalent of adding a senior staff member – or even a team of them – to the operation. And it can help everyone throughout the organization to do their jobs better, and ultimately serve their patients more effectively.

brightlysoftware.com

ABOUT BRIGHTLY SOFTWARE

Dude Solutions is a leading software-as-a-service (SaaS) provider of operations management solutions to education, government, healthcare, senior living, manufacturing and membership-based organizations. For 20 years, Dude Solutions has inspired clients to create better work and better lives. We combine innovative, user-friendly technology with the world's smartest operations engine, empowering operations leaders to transform the most important places in our lives. Today, more than 12,000 organizations use our award-winning software to manage maintenance, assets, energy, events and more. For more information, please visit **dudesolutions.com**.

866.455.3833   /   info@brightlysoftware.com   /   brightlysoftware.com

Brightly