

## ARCHIBUS Success Story

### **The Heart of the City's Child Care Community**

With 235 beds, Children's Hospital of Pittsburgh is the only hospital in western Pennsylvania which dedicates itself exclusively to comprehensive care, education, and research for the health of infants and children. It routinely serves five and a half million residents throughout Ohio, West Virginia, and western Pennsylvania and boasts the only accredited Level 1 Pediatric Regional Resource Trauma Center in western Pennsylvania-in fact, it is one of only two in the entire state.

### **Leading the Way**

In U.S. News & World Report's 1998 listing of the Best Hospitals in America, Children's Hospital of Pittsburgh ranks among the top 10 pediatric hospitals in the U.S. In fact, Children's Hospital of Pittsburgh has performed more heart, liver, kidney, and bone marrow transplants than any other pediatric transplant center. With almost 12,000 admissions and over 53,000 Emergency Department visits in 2003, Children's Hospital of Pittsburgh is certainly a center of full-tilt activity.

Maintaining the high level of care at Children's are approximately 2,000 employees. Kevin Ford, Facilities Systems Specialist, is one of them. The other 1,999 employees of Children's Hospital of Pittsburgh are all customers of his Facilities Department.

### **Finding the Way**

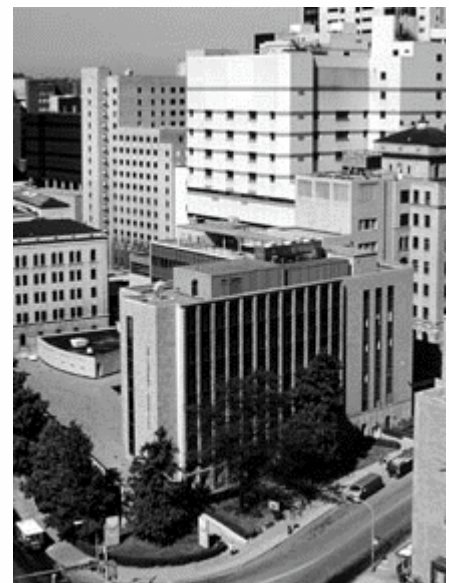
In the early 1990's, the Facilities Department was using two DOS-based systems (one for facilities and one for biomed equipment), and one UNIX system (for drawings) to meet its FM needs. One of the systems had been programmed beyond recognition by a programmer who had long since left hospital employment. Ford's predecessor determined it was time to update the system.

One of the most important criteria in choosing the new system was that it be an industry standard without a proprietary database. When the ARCHIBUS Space Management application was implemented, it superseded one of the three outdated systems.

Building operations management continued to be handled by the two remaining systems, however, the existing work order process could not deliver effective services to those 1,999 customers. The need for a new work order system, coupled with the need for a single Windows-based system that could also provide space management and chargeback capabilities, drawing management, work order tracking, and extensive reporting capabilities led to the decision to upgrade and add to the ARCHIBUS implementation.

### **Do It Right the First Time**

The Space Management application was upgraded and the Building Operations Management application was added. The transition was reported to be a smooth one. Ford says, "We want to do it right the first time," so they not only converted their data but corrected and updated information at



the same time. Now Ford can produce reports with speed and accuracy.

ARCHIBUS also contributed to Facilities Management's excellent rating by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and state inspectors last year by tracking the progress of the work being done to meet safety code correction requirements.

### **ARCHIBUS On Call 24 Hours a Day**

Work requests are called into a 24-hour central command center-emergencies (e.g., a person stuck in an elevator) go out to trades people immediately. All other requests are assigned by priority via a daily work sheet which is issued the night before by a manager. Within a month of going live, productivity dramatically increased. Closed work orders per month were more than double those of the proceeding year. Ford reports that with the increase in productivity and efficiency, unfinished work is, of course, decreasing.

### **An Important Thing to Know**

The biomedical engineers have also customized the Building Operations module to assist them with their burdensome responsibility of keeping all of the medical equipment used in the hospital in peak working order. They do preventive maintenance, and are able to maintain an accurate history of each piece of equipment. As Ford says, "It's an important thing to know-has this piece of equipment ever been broken?"