



Palliser Health Authority "WORKING TOGETHER FOR HEALTH"

Regionalized maintenance and managing a portfolio of 12 medical facilities throughout south-eastern Alberta posed a significant challenge for the Palliser Health Region located in Medicine Hat AB.



"Tracking asset information is critical," explains John Roche, the Maintenance Supervisor at the Medicine Hat hospital. "The system reports have become invaluable for inventory purposes, history reports, troubleshooting and forecasting economical equipment replacements verses repairs."

Palliser has been a longstanding client with Cendec and recently completed an upgrade to the Cendec CMMS for Windows to replace their legacy DOS version that worked well as a stand alone system but did not meet the needs of a regionalized environment. With the consolidation of health care facilities into regional areas, accessing asset information became problematical and by upgrading, the Palliser Health Region began to experience benefits in productivity and data access instantly.

"With Cendec' s CMMS for Windows, all of our departments in any facility within the region can request work to be done via our intranet without any problem.



They can also get a status of that request as the work is completed. " Providing exceptional service and communication to departments is important for their region's success, according to Roche. And you can't provide service if you don't have

information.

Cendec's CMMS provides that information and allows Palliser Health Region to handle the changes that have occurred over the last few years.



"Being able to service remote health care facilities helps make us successful." says John Roflik, the Regional Manager, Maintenance and Engineering for Palliser Health Region.

"Our maintenance service improves when we can use CMMS for Windows to assign requests, check histories and see what is currently happening with them as well as what has happened in the past."

The Palliser Health Region is the seventh largest health region within the Province. With a total land area of 26000 square kilometres, it serves 42 communities (over 94,325 residents) with 2300 employees, 601 -Continuing Care Beds, 260 Acute Care Beds and thousands of assets. Five of the communities have health facilities. These are Bassano, Bow Island, Brooks, Oyen, and Medicine Hat. CMMS for Windows is used to manage them all.

"We have seen major benefits managing work orders and assets with CMMS for Windows," says Roche. Additionally, Palliser is using CMMS for Windows to manage its capital jobs and has recently brought the information over from their old capital job tracking system into CMMS. This has allowed further cost savings by taking advantage of CMMS for Windows integrates features such as purchasing, cost tracking, and reporting tools.

"Cendec provides an important tool for our maintenance strategy and is definitely a partner in our future as we continuously look at opportunities to effectively support all of our facilities within the region."