Meyersdale Medical Center

Overview
The Environmental Services Department, specifically facilities maintenance, at Meyersdale Medical Center is responsible for all maintenance in the hospital, all safety inspections, and inventory of equipment. The department currently keeps paper records of this information and it raises several concerns. Storage space has become a growing issue, record retrieval is inefficient, records are not centralized, and the reliability of the department is placed solely on management because there are no comprehensive reports or reminders. The Environmental Services Department at Meyersdale Medical Center would like to implement a system to increase its efficiency and reliability and also work toward the long term goal of coordinating several facilities through a central group.

Objectives
The team created an eMaintenance system to achieve the following:

- Develop electronic versions of current paper forms
- Record a log of inventory to keep inventory in a central location
- Store all information in a secure database with the capability to send alerts and reminders
- Reduce paper usage within facilities maintenance

Approach and Outcomes
- The team took two site visits to scope the project down to the Environmental Services Department
- Sponsor needs were determined through discussions with the president of Meyersdale and heads of Environmental Services at both Meyersdale and Memorial Medical Center
- Microsoft Access selected for the eMaintenance system due to its database and security features
- Paper forms, historical data of maintenance, inventory lists, and any other paper work to be converted for use in the system was gathered during hospital visits or sent through fax machine
- The team identified areas where forms could be eliminated or combined in order to reduce the amount of unnecessary paperwork and data being recorded
- The system was tested to verify correct reports and reminders were being generated
- Data was carefully input into the system to assure that nothing was lost in transfer from paper to electronic
- Data retrieval will be more efficient
- Inspections or scheduled maintenance will not be overlooked because of email reminders
- Redundant record keeping eliminated through use of linked tables and forms
- Significant decrease in the amount of paper used is expected
- Reliability and security of records is much improved with eMaintenance system