Client Success story

Rhode Island Health System Streamlines Preventive Maintenance

Client

Care New England

Vitals

Nonprofit health system in Rhode Island including three hospitals (Butler Hospital, Kent Hospital and Women & Infants Hospital of Rhode Island) with:

- Four operating units
- 30 parent locations and 29 satellite locations
- 8,000 employees, including 25 full-time maintenance employees

Challenges

Care New England needed a streamlined system for managing and tracking work orders and ongoing maintenance across its facilities, along with real-time visibility to simplify the process of creating updated reports for the Joint Commission and for internal leaders.

Results

Through the introduction of Brightly TheWorxHub, Care New England is now able to:

- Streamline work order maintenance
- Simplify reporting with intuitive systems
- Gain real-time visibility into preventive maintenance

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Concerns

Preventive maintenance in hospital environments is required and audited by the Joint Commission and keeping up with individual work orders, "is the backbone of preventive maintenance," says Griffin Lausier, manager of engineering for Care New England.

Before joining Care New England, Lausier had experience with a work order maintenance software program that often created more work for him, such as:

→ **Manual report creation**

→ **User coding**

→ **Manual updates**

→ **Lack of visibility**

For Lausier, switching to Brightly eliminated these issues, simplifying his work with a streamlined, intuitive solution.

Our Approach

The Brightly team implemented Brightly TheWorxHub to streamline Care New England's work order processing capabilities and overall preventive maintenance program.

The Results

Every system user at Care New England has access to TheWorxhub on their computer, so they can easily input a work order. Each request goes to Lausier or a member of his team, who reviews it and sends it to the applicable trade. At that point, the work order is prioritized and scheduled.

After submitting a work order request, any user can check the system to view the progress of their request in real time.

Because all work orders are tracked and updated in real time, Lausier and other leaders don't miss anything, he says. They can check the system at any time to see progress on specific work orders or to prioritize the requests so that laborers focus on the top priorities first.

Brightly

When he needs to prepare reports for the Joint Commission or other stakeholders, Lausier can easily parse the information and create customized reports showing exactly what he needs. "I succeed or fail based on how well I can document preventive maintenance tasks, and this software makes it so easy for me to document progress in real time," Lausier says. "It's incredibly streamlined and intuitive."

According to Lausier, the most important results of this solution include:

→ **Human connections.** Care New England has a dedicated Brightly product specialist who provides ongoing training and answers questions to help the team maximize their use of the software. "We have a relationship with a real person, so if we have a question, I can just send an email and get an answer," Lausier says. "It's not like I'm calling into a call center and have to explain everything about our facility and how we use the product."

→ **Web-based interface.** Built on an intuitive, web-based interface, users can access TheWorxHub from a computer, tablet or smartphone, and it's always updated with real-time information.

→ **Customization.** There's no need for additional coding or add-ons; Brightly provides options to customize reports "exactly the way I need them," Lausier says. "And it's easy to input the information I want to get the outcome I need."

→ **Risk scoring.** Care New England is now working toward using TheWorxHub to categorize the critical impact of each asset. After categorizing their assets, new work orders and maintenance data will automatically be scored based on potential risk and vulnerability. This process will make it even easier to manage preventive maintenance, as Lausier and his team will be able to instantly compare the needs for various facilities or equipment, and understand how meeting those needs can affect the lifespan of the asset.

Learn more: Brightlysoftware.com

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Griffin Lausier
Manager of Engineering, Care New England