

TLC Health Network

Greater Buffalo Area, New York

Company Introduction

Established in 2002 through the merger of Lake Shore Health Care Center in Irving, NY and Tri-County Memorial Hospital in Gowanda, NY, TLC Health offers an array of health services, including hospital, emergency, primary care, long term, home health, dental, mental health and chemical dependency services. Tri-County Memorial Hospital and Lake Shore Health Care Center, members of TLC Health Network, are committed to quality service, driven by a dedication to caring.



TLC Health manages two hospital facilities and several clinics. Including movable and clinical equipment, they service approximately 3,000 pieces of equipment and generate approximately 600 work orders per month.

Challenges

Before implementing a computerized facilities maintenance system, TLC Health Network was dealing with the difficulties of multiple work orders for the same job and tracking the completion of work orders, as well as a general lack of organization of their entire work order process. They came to the decision that a computerized work order management system would help their plant operations and clinical engineering department strategically assign work orders and monitor the overall equipment repair process.

Solution

TLC's main objective is to be responsive to their internal and external customers' equipment repair needs, cost effective, and organized in maintaining their facility and the organization's assets.

Q Ware has allowed TLC to eliminate paper work orders, streamline their work order process from origination to completion, and reduce duplication of work orders in a cost effective and professional package. Q Ware has also allowed TLC Health to target daily work to the appropriate staff. It also provides the ability to manage a real-time view of the status and progress of work completion. Additionally, TLC Health is now afforded an efficient method, through e-mail, to update the work order requestor until the completion of the work.

Immediately, they saw a return on their investment through a reduction of duplication efforts, improvement to customer service, and better management oversight.



CASE STUDY

Company Profile

Sector:
Healthcare

Employees:
900

Value:

- + Eliminates paper work orders
- + Streamline processes
- + Reduces duplicate work orders
- + Update status to requestor
- + Improves customer service

"One of my first initiatives as the new Director of Facilities was to implement a computerized maintenance system. My staff and I found Q Ware to be an easy to understand and user-friendly system that is affordable. It helps us do our jobs better."

Michael Dombrowski
Director of Facilities

