

APPLICATION REPORT

YALE-NEW HAVEN HOSPITAL

NEW HAVEN, CONNECTICUT

QUOTE:

"MEDI-MIZER is an excellent tool to run our biomedical and physical plant equipment preventive maintenance management programs. The system is the root of what we use to schedule work needing to be done on equipment, track the work we do, determine how many man-hours are spent maintaining equipment, and realize trends in the servicing of equipment. We've determined TISCOR's MEDI-MIZER is the best hospital management program for us."

-Jeff Clark, Facilities Group Systems Coordinator

YALE-NEW HAVEN

HOSPITAL USES MEDI-

MIZER AS A PREVENTIVE

MAINTENANCE TOOL TO

INSPECT BIOMEDICAL

AND PLANT EQUIPMENT,

MAKING JCAHO

COMPLIANCE SIMPLE.

TISCOR'S SYSTEM IS

ALSO USED TO TRACK

AND TREND SERVICE

COSTS AT THE HOSPITAL.

PROFILE:

- ▶ Founded in 1826
- ▶ 944-bed teaching hospital affiliated with the Yale University Schools of Medicine and Nursing
- ▶ Regularly ranked among the best hospitals in the United States
- ▶ More than 5,800 employees
- ▶ Multiple buildings spanning more than two million square feet
- ▶ More than 13,000 pieces of medical equipment and over 5,000 pieces of plant equipment to inspect and maintain
- ▶ TISCOR customer since 1984

PRODUCT BENEFITS:

- ▶ Using TISCOR's MEDI-MIZER application satisfies more than biomedical preventative maintenance management and documentation at Yale-New Haven Hospital. "Many people think the system only tracks biomedical equipment, but I tell them MEDI-MIZER helps to manage all equipment and can be tailored to do so much more," says Jeff Clark, Facilities Group Systems Manager.
- ▶ Yale-New Haven Hospital was ahead of the curve when the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) implemented risk assessment compliance for plant engineering maintenance. "The software already incorporated many risk assessment tools," says Clark. "When JCAHO began to include risk assessment as part of the Utilities Management section of the Environment of Care, we were already there. TISCOR had already made risk assessment a part of the MEDI-MIZER software. MEDI-MIZER has always been a major component of our JCAHO compliance efforts."
- ▶ MEDI-MIZER helps hospital staff ensure that problems are resolved. According to Clark, work orders are created in MEDI-MIZER for each service request. This process allows the staff to verify that work has been completed in a timely manner. The hospital is in the process of implementing the iRequest module, which will allow staff to create service requests from any PC in the hospital, as well as automatically update the requests when the work is complete.
- ▶ The software can be tailored to meet specific internal needs of medical organizations. Yale-New Haven Hospital uses MEDI-MIZER to produce reports for various departments to provide fellow employees with the details for services performed in their areas and on their equipment.
- ▶ TISCOR's MEDI-MIZER customers have a voice in the way the software continues to develop. "What sets TISCOR apart from other developers is that the company is very attentive to its users," explains Clark. "The employees are responsive to exploring new features; they let customers know when there are new functions or upgrades; the staff members ask product users for feedback on the software. These are some of the reasons why I stick with TISCOR's MEDI-MIZER."

MEDI-MIZER



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