AXENDIA™

Trusted Advisors to Healthcare and Life Science Executives

Maximo in Healthcare

Perspectives from Healthcare Providers

a Panel Discussion

▲ *Deidra Armstrong, University of Utah Health Care*

▲ *Thomas Lentz, The Johns Hopkins Hospital*

▲ *Joseph Mendoza, Interloc Solutions*

Moderator

▲ *Daniel R. Matlis, Axendia*

Business Drivers for HC Providers

Healthcare providers must:

- Provide high-quality patient care to improve clinical outcomes
- While:
    - Reducing the overall cost of providing High Quality Healthcare
    - Ensuring compliance with all applicable regulations

In addition,

- Healthcare organizations are under increased pressure to manage a sophisticated mix of devices, tools and equipment, systems and technologies.
    - Clinical and Biomed
    - Facilities/Engineering
    - EHR and Imaging systems
    - IT Infrastructures and Networks

- Administrators are looking to maximize service delivery while controlling the costs of an increasingly complex mix of assets.

- HC providers must effectively manage and integrate different asset types in a 24x7 environment.

Facility Management - Maximo

Like most good stories, the story of academic medicine in Utah has a humble beginning.

in **1905** University of Utah establishes a two-year medical school . . . an ambitious vision that met with improbable success.

in **1943** The medical school became a four-year program and noteworthy faculty members were somehow recruited away from prominent institutions, including Stanford, Harvard, and The Johns Hopkins University.

in **1952** An article in *Newsweek* magazine praised the U's medical school as

"The Johns Hopkins of the West."

One critical piece of the vision was still missing . . . a companion hospital.

in **1965** the University of Utah Medical Center opened its doors.
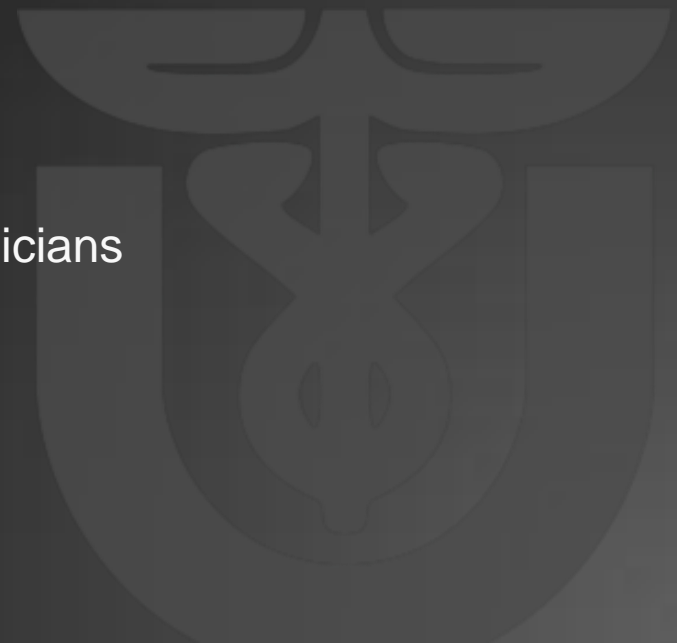
Over the past 45 years, we've strategically expanded to become a comprehensive health care system that serves the entire Intermountain Region.

University of Utah Health Care:

6 Hospitals, 10 Neighborhood Health Centers,
200 Medical Specialties, 1,000 Board-Certified Physicians

Our Mission

We provide compassionate care without compromise.

We educate scientists and health care professionals for the future.

We engage in research to advance knowledge and well-being.

Clinical Care | **Education** | **Research**

To care for our patients, **we have one of the largest medical groups in the country,** comprised of board-certified physicians in virtually every medical specialty.

UNIVERSITY OF UTAH
HEALTH CARE

Our physicians are not only doctors.
They're also researchers and educators.

UNIVERSITY OF UTAH
HEALTH CARE

We Provide the Most Comprehensive Care in the Intermountain West

for **TRAUMA**
The University Hospital Emergency Department
Intensive Care | Burn Center | AirMed

for **HEART CONDITIONS AND DISEASES**
The Cardiovascular Center

for **WOMEN'S HEALTH**
Women's Health Services

for **SOLID ORGAN TRANSPLANTS**
The Transplant Center

for **CANCER CARE**
The Huntsman Cancer Hospital

for **PRIMARY CARE**
The Neighborhood Health Centers

for **EYE CARE**
The John A.Moran Eye Center

for **PHYSICAL REHABILITATION**
The Rehabilitation Center

for **ORTHOPEDIC CARE**
The University Orthopaedic Center

for **NEUROLOGICAL DISORDERS**
The Clinical Neurosciences Center

for **BEHAVIORAL AND MENTAL HEALTH CARE**
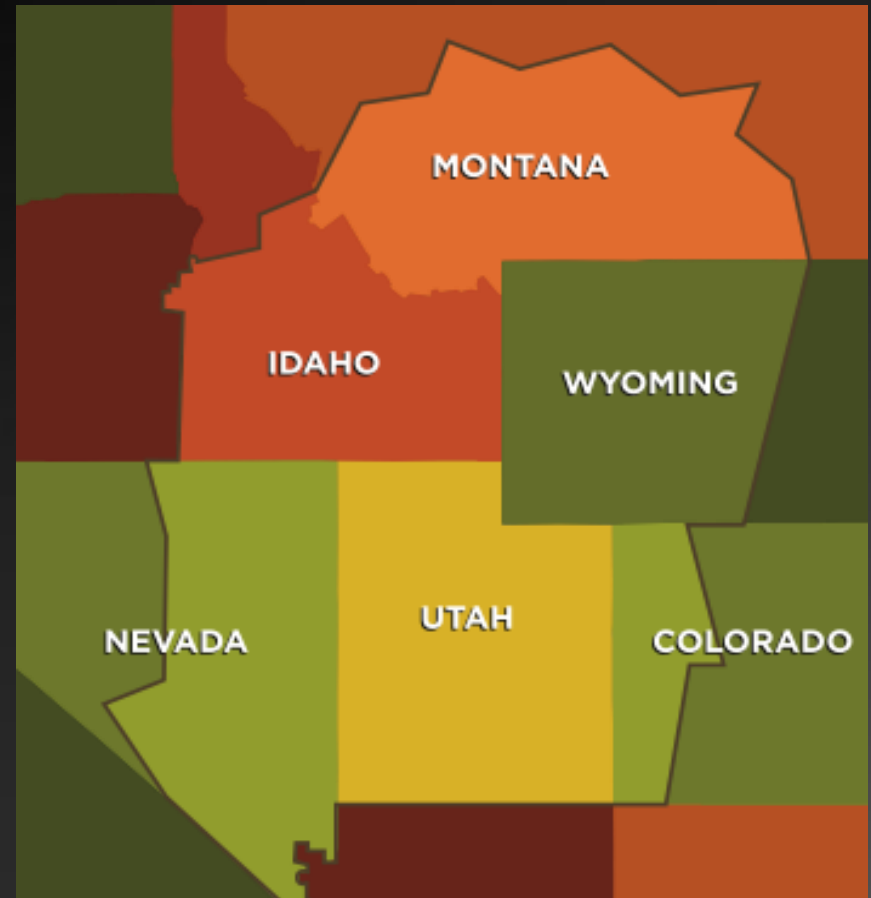The University Neuropsychiatric Institute

UNIVERSITY OF UTAH
HEALTH CARE

As the
Only Academic Medical Center
in the Intermountain Region,
University of Utah Health Care:

Serves the largest catchment area of any academic medical center in the country, with a referral area that encompasses more than 10 percent of the continental U.S.

Ensures that patients from Utah and five surrounding states have access to the best, most specialized care.

Provides services available nowhere else in the region, such as University Hospital's Burn Center and the Moran Eye Center.

2009 Numbers of Note University of Utah Health Care

$73 Million	Uncompensated care
1.7 Million	Lab reports
971,708	Outpatient clinic visits
38,133	Visits to University Hospital's Emergency Department
37,500	Hours contributed by 320 volunteers
26,683	Inpatient admissions
24,325	Surgeries
10,000	Vision screenings
3,322	Babies delivered
691	Medical interns, residents and fellows
543	Critically ill newborns treated
535	Inpatient hospital beds
35	Operating rooms
10	Neighborhood health centers
4	Hospitals
ONLY	Academic medical center in the region

UNIVERSITY OF UTAH
HEALTH CARE

Facility Management
Maximo

Deidra Armstrong
Facilities & Engineering

Maintenance & Staffing Supervisor / Maximo Administrator
Facilities & Engineering - Support Services
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Facilities & Engineering
Use of Maximo V 6.2.5

- Started using Maximo 3.0 in 1996

- In House Maintenance & Construction Staff

- Maintain approx 3,471,386 sq ft

- Approximately 25,672 Assets Maintained

  - 10,949 Biomedical Assets

- $700,000 inventory to support both Maintenance & Construction.

- All procurement done through Maximo and interfaced with Lawson

Facilities & Engineering
Plans for Improvement – Utilizing Maximo

- Upgrade to 7.5 – In progress

- Electronic timesheets and requisitions

- Implementation of Mobile devices

- Set time standards with remedy codes

- Proactive vs Reactive … fix vs replace

- Implement reservations of items

- RFID

Presented by: Tom Lentz

How The Johns Hopkins Hospital and Health System Uses Maximo to Support Smarter Healthcare

Johns Hopkins Overview

- Founded in 1889
- Mission
  - Patient care
  - Medical education
  - Research
- Over $5 billion annual operating revenues

Maximo Facility Overview – Johns Hopkins Health System

- Three physical campuses
- 7,500,000 sq. ft. of space managed
- 110,000+ asset records
- Version 7.1.1.8

System Highlights

- Inventory control
- Time standards analysis
- Maximo Mobile Work Manager
- Facility and BioMed Assets
- SAP integration for billing
- JC reporting

Future Enhancements

- RTLS integration
- Maximo Mobile Inventory

Interloc Solutions

○ 100% Maximo, AAA Technically Accredited, EAM focused IBM Premier Business Partner

  ○ A Maximo Consulting Services Company, with:

    – Proven functional and technical experience

    – Vast experience in Maximo implementations across industries

    – Experts in implementing custom mobility solutions

    – Authorized to provide IBM Maximo Level 1 / Level 2 support

    – Innovative products that extend your Maximo implementation

Joseph Mendoza – Director, Partner Services

- 11 years of experience in the Maximo field.
- Involved with over 25 successful Maximo projects in a wide range of industries that include Healthcare, Education, Energy, Government and Rail/Transportation.
- Has held positions in key project roles such as Project Manager, Functional Analyst, and various technical roles in integration, customization, infrastructure and data migration.
- Holds Maximo certifications for version 6.2 and 7.1 in various areas of EAM and ITAM, has ITIL Foundation certification and has both Canadian Enhanced Reliability Clearance and Canadian Secret Clearance
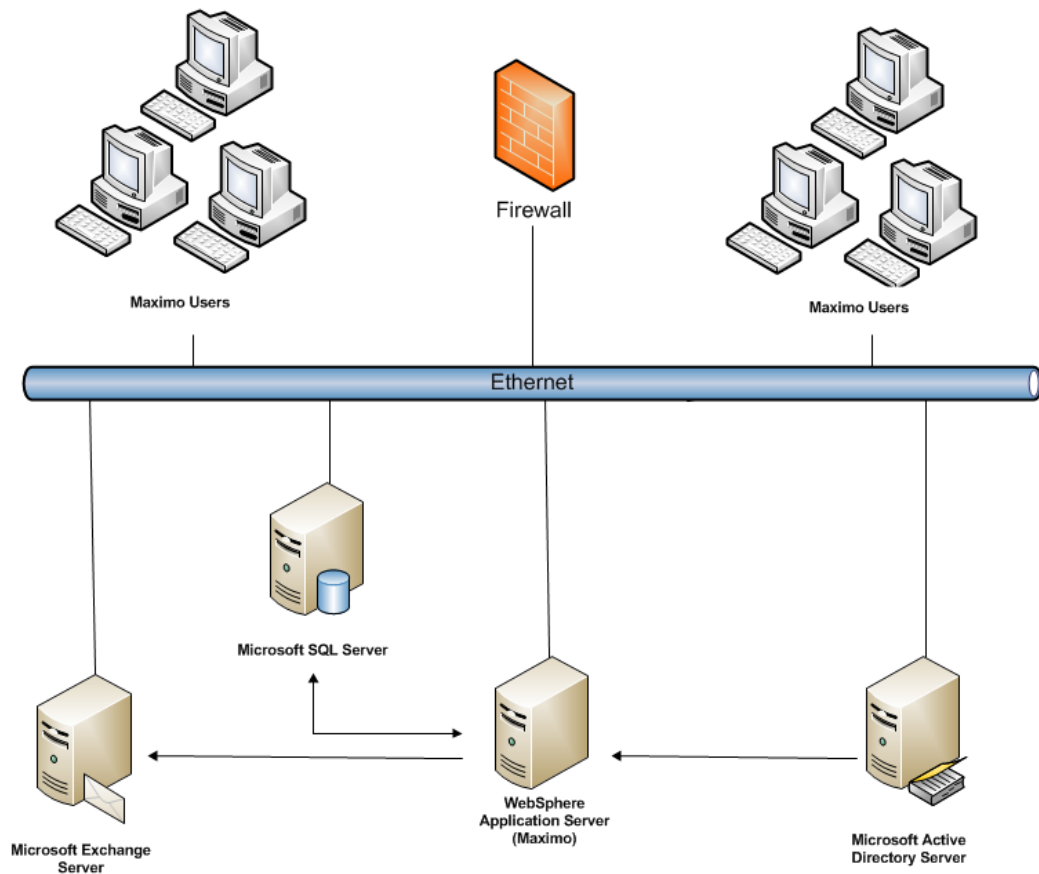
How we are using Maximo at a Healthcare customer?

- Biomedical Asset Management
- Single Organization
- Multiple Sites (Site for each hospital)

Sustain optimal processes for asset management

Adhere to regulatory compliance

Facilitate reporting

Maximo Functionality

- ⟳ **Adhere to Regulatory Compliance**
  - ⟳ JCAHO (Joint Commission on Accreditation of Healthcare Organizations)

- ⟳ **Sustain optimal processes for Asset Management**
  - ⟳ Preventative Maintenance
  - ⟳ Assets
  - ⟳ Work Orders
  - ⟳ Classifications
  - ⟳ Communication Templates
  - ⟳ Application Designer

- ⟳ **Facilitate Reporting**
  - ⟳ Custom BIRT Reports

Healthcare Client Maximo Architecture

- Windows Server 2003
- SQL Server 2005
- Integration to Microsoft Active Directory

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- Register for a **one on one consulting session** with one of our experts here at Pulse

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Calgary Airport Authority reaches new heights with IBM Maximo
Sunday, May 4, 2012
3:30 PM - 4:15 PM
Peter Uy, Calgary Airport
Joe Mendoza, Interloc
ID: 2100

Perspectives on Asset Management Best Practices in the Rail Industry
Sunday, May 4, 2012
5:00 PM – 6:00 PM
Ravi Misra, BART
ID: 2097

Maximo Work Management on the iPad
Tuesday, March 6
1:00 PM – 1:20 PM
Eddy Larson, ATK Aerospace
Grahame Low Choy, Interloc
ID: 2117

While Nasittuq secures North America; IBM Maximo secures Nasittuq
Tuesday, March 6
5:00 PM – 6:00 PM
Daniel Gagnon, Nasittuq
Joe Mendoza, Interloc
ID: 1338

Optimizing IBM Maximo at General Mills
Wednesday, Mar 7, 2012
2:00 PM - 3:00 PM
Jonathan Carter, General Mills
Jeremy Rempel, Interloc
ID: 1050

IBM Maximo Goes to Work on the iPad
Wednesday, Mar 7, 2012
2:00 PM – 3:00 PM
Eddy Larson, ATK Aerospace
Sandy Allred, ATK Aerospace
Dale Deibert, NEON
Grahame Low Choy, Interloc
ID: 2066

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White Papers:
Lowering the Cost of Healthcare from Inside Out (Axendia)

Managing Smarter and Connected Healthcare Infrastructures (Axendia)

Unified Management Supports The Convergence Of Healthcare Assets (IBM)

Flash Demo:
Maximo Asset Management in Healthcare

URL: www.axendia.com
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