

facility management system

fama



# CASE STUDY



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The following study of TESCO SW a.s. describes the implementation of comprehensive solution for property administration in health services, specifically in the General Faculty Hospital in Prague. Implementation of the solution is in the form of projects with the aim at priorities, verification of the functionality and the services in the field of property administration and data creation.

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## Introduction

With the growing pressure on the management and maintenance of immovable assets grows also a need for an integrated, up to date and complete information about these assets for health services. In the decision making process are important not only economical and financial information contained in property or account register but also operational information (technical condition of the property, consumption of energies, extent of the planned maintenance or investment). And last but not least also proprietary information (ownership, lease, labor material burden, etc.).

## Description of VFN in Prague

The General Faculty Hospital in Prague is, with its over two hundred years of tradition, one of the biggest university hospitals in the Czech Republic. It has more than five thousand employees and its capacity is for more than 1 700 beds on which about 60 thousand patients are treated every year. More than two million patients receive out-patient treatment at the hospital every year. The hospital closely cooperates with the scientific institutes of the Charles University First Medical Faculty which is the largest medical faculty in the country. This co-operation provides patients with highly professional medical care.

VFN in Prague is one of the top institutions especially in the field of clinical biochemistry, hematology, neurology, internal medicine, cardiology, pediatrics, surgery and many more.

The world's first laparoscopic gastric banding was performed in this hospital. Nowadays it's the first institute in the republic to be performing the hypothermic treatment of postasphyxiated newborns.

## Issues

VFN in Prague, just as any other bigger hospitals around the world, has to ensure the following technical and operational issues:

- management and maintenance of both moveable and immovable assets (grounds, buildings, technical equipment, medical means devices, equipment)
- stock control
- transport
- rent & lease management
- cleaning and laundry
- board
- registry
- waste management

The situation regarding the technical and operational issues was not very clear in VFN in Prague. There was a heterogeneous structure of the applications which were not linked together and therefore they were duplicated or out of date. The technical and operational agenda was not linked with the economical one. The record of the movable and immovable assets was not complete and there was no overview of its location and utilization.

The required outputs needed for the effective property administration were based on the excel sheets or even kept only in hard copy. This way of administration was very time consuming. It brought also a lot of other issues caused by the above mentioned reasons. The acquired information was often out of date, incomplete and the accurate data description was missing. Therefore the orientation in the data was quite difficult. There wasn't any integrated methodology on what and how to file.



## Solution

Based on these facts the VFN in Prague has decided to support the technical and operational field by using suitable IS, which will enable acquisition, upgrade and presentation of the data about immovable assets including their mutual cohesion.

With regard to the given situation it was decided to provide the SW maintenance of technical and operational areas aimed at:

- replace the existing heterogeneous structure of applications and provide the cohesion of the information (both internal and external)
- compile the evidence of movable and immovable assets of the hospital together with its location, technical condition and graphical display
- trace the property and facilities costs
- optimize the utilization of the premises
- economical management of property
- introduce the system for execution of internal requests

In reference to expected benefits IS FaMa+ was chosen for the maintenance of the following technical and operational issues:

### Records of medical devices

- records of all medical equipment is in accordance with Act no. 123/2000 Coll., as amended
- FaMa+ functions and terminology are in full compliance with the requirements of the Czech Ministry of Health and the State Institute for Drug Control (SKUL)

### Inventory management

- dispatching of demands, orders, flow of material execution, monthly regulation, stocktaking
- evidence and control of material requests, servicing and reparation

### Operation and maintenance of assets

- full information on assets, what requirements must be attended to, when individual device guarantees expire, or which device requires servicing
- interactive display of graphical data

### Car fleet

- record of vehicles and the activities related to them, repairs, maintenance, exhaust emission checks and technical inspections, fuel consumptions

### Rent management

- extent of utilization of individual rooms and equipment available for lease, information about expenses and lease incomes

### Registry

- evidence of all incoming and outgoing post and evidence of guidelines and orders



## Benefits

- Single, up-to-date and accurate source of financial and substantive information on the property of hospital has been created.
- There's been an increase in operation safety of the administered property
- By implementing IS FaMa+ a significant step was made towards building a comprehensive software support in technical-operational property administration. In the future, there are plans on extending the system of staff records module, module for evaluating energy management of clinics and other functionality.
- Essential preconditions were created for gradual implementation of IS FaMa+ system modules bound cover the complex area of the hospital facility management
- The benefits in terms of simplifying FM processes and cost savings clearly outweigh the investment.
- Flexibility of the implemented system enables creating user friendly and scope adjusted solution.
- Platform independence and openness allows the integration of IS FaMa+ in the existing complex hospital IS.

## Planned development

Due to increasing energy prices the hospital wants to, in the next stage, focus on accurate measurement of energy consumption and to allocate costs of individual departments and clinics. This should be done through Energy management module.

One of the hospital priorities is also to ensure maximum security ... provádění výkonů pro pacienta. One of the ways to achieve this is to use advanced RFID and GSM technologies for precise identification of medical device and file this records on patient's card. Comprehensive registration of medical devices within IS FaMa+ can be completed by RFID identifiers and use for this purpose.

