



## MURDOCH ENGINEERING DEPARTMENT

### PocketBEIMS

Last September we commenced using pocketBEIMS at St John of God Hospital Murdoch.

We did this for 4 main reasons;

1. To streamline the capture of store materials issued against work requests
2. To remove the manual work order completion process
3. To remove the manual data entry process when capturing work against assets
4. To reduce our paper consumption.

Did we achieve a suitable outcome? The answer is a resounding – YES

We achieved all we intended to do and then some;

1. Stores Capturing – We have increased our revenue from chargeable clients by a conservative 25% - it was amazing to see just how many store items did not get written on to the paper work order. The reasons why were varied but the main response was... "I am just too busy to bother". Our materials auditing process is now compliant with our external auditor's expectations.
2. Manual Process Reduction – We have reduced the work order administration time by at least 30%. We expect to find more reductions in time as the PDAs become part of our work culture.
3. Asset Work History – We have increased asset work history capture slightly – this is still a work in progress, however, as the trades become more experienced with the PDA key pad and the pocketBEIMS data entry process, the information is becoming more detailed. We are looking at alternatives to minimise their data entry time.
4. We save at least 1 ream of paper per week. Do the maths and see how many trees that equates to each year.

What we did not expect was:

1. We identified that some of the non maintenance work we are asked to do is NOT financially viable, such as spending \$60 in labour to purchase and issue a \$16 key. For this particular task we changed the process on how we purchase, store and issue keys. The outcome is that we improved key security, saved time and reduced costs. Why didn't we see this before? The answer is simple, this task was one of those we inherited and do as a courtesy. On the face of it, it appeared too small to even consider capturing the data. The PDAs did this automatically. We have identified many other tasks that we intend on taking a very close look at.

2. We now know the impact some basic maintenance tasks, such as changing a blown lamp, has on our department. What we have identified is how much these tasks cost and most importantly how they tie up valuable labour resources. We can now build business cases to implement alternative maintenance processes.
3. We identified that each work request requires careful evaluation prior to being assigned as we found that some trade resources were not being utilised efficiently. We found that highly qualified and expensive trades were spending too much time doing tasks that required much lesser skills. We can now build a case to upgrade the skills of our Trades Assistant to cover these tasks.
4. We found that our trades were spending too much time doing work more suitable to outsourcing to contractors. We also found that in some cases it would have been cheaper to issue the work to a contractor than to do it in house.
5. We found that we were NOT meeting our response time benchmarks.
6. We found that our Caregivers accepted the PDAs without any serious issues, however we promised and continue to emphasise, that we would never use the information negatively. We ask for and include their suggestions in our decision making. We have found that they have embraced this new technology with innovation and enthusiasm, even when the findings showed we are not doing best practise and a change is needed. We only had a few days of “how do I do this? or What does this mean”? The PDAs are now a part of their tool box. We gave each Caregiver total control of their PDA, they have permission to download any “appropriate” software onto a storage card so long as the software does not affect the PDA operation.

#### Summary;

- PocketBEIMS has put a whole new light to the term “I am too busy” “Doing what? We ask ..... Now we know! and for how long.
- PocketBEIMS is well worth the capital investment and is the way forward. The ease at which key data is accurately collected is invaluable.
- The biggest downfall is the PDA itself and its limitations – choosing the cheapest model was NOT necessarily the best decision.

#### The future;

- We are looking to increase the operations of the PDAs into data capture directly from the equipment such as downloading the sterilisation process information.
- Capturing customer signatures and dates to prove work has been done and accepted. This would include capturing the trade’s / contractor’s signature on compliance tasks.
- Using codes to reduce data entry time for reporting routine work tasks.
- Using PDA’s for contracted work.

#### What can Mercury do?

- Seriously look at developing the PocketBEIMS module and its interactions with Core BEIMS and BEIMSWeb.