

Santa Clara Valley Health & Hospitals

Through technology automation, SCVHHS has managed the addition of more than one million square feet of space in a high-tech medical environment, without adding additional facilities staff.

It is the mission of Santa Clara Valley Health & Hospitals System to provide leadership in developing and promoting a healthy community through a planned, integrated health care delivery system which offers prevention, education and treatment programs to all residents of Santa Clara County California, regardless of ability to pay.

At the center of it all is the Valley Medical Center. Valley Medical Center, founded in 1876, has forged a long tradition of service and dedication to the health of the whole community. Each year the demand for Valley Medical Center services grows. VMC cares for thousands of hospitalized patients and provides a half-million outpatient and emergency visits annually.

In addition to a high level of basic service, Valley Medical Center also provides sophisticated specialty medical programs, many of which are locally available at VMC. Many of VMC's services extend beyond the county, reaching all of Northern California. Specialty services include a world-class Rehabilitation Program, ranked as one of the nation's best for spinal cord and head injuries, Regional Burn Center, Trauma Center, and a Neonatal Intensive Care Unit.



In 1998, in anticipation of the opening of the new Valley Medical Center, a state-of-the-art modern facility approaching 400,000 square feet in size, SCVHHS embarked on an initiative to implement automated facilities management tools to help streamline the management and operation of the new facility. With state-of-the-art equipment, the new Valley Medical Center is a blend of high quality health care and high technology medicine. This level of sophistication requires equally sophisticated technology tools to manage.

BRG was contracted to work with SCVHHS staff to determine and prioritize automation requirements and develop a short term and long-term implementation strategy. The short-term strategy involved full implementation of space, asset, maintenance and telecommunications management tools from ARCHIBUS/FM for the new facility. The long-range plan called for system-wide roll out for the new processes and tools and enhancement of the solution through the rollout of a Facilities Web Portal and point-of-activity PDA solutions.

The Facilities Web Portal encapsulates many of the new business processes in a secured Intranet application that is available enterprise-wide via web browser.



The Facts

- Industry: Healthcare
- 2.4M SF of Space
- 9,500 Employees
- 112 Buildings
- 2,300 Work Orders per Month
- 25,000 Assets Tracked

Needs

Technology tools and processes that could simplify the management of state-of-the-art medical facilities and equipment; a service provider with technical expertise who could flex and adjust with an ever-changing environment.

BRG Services Provided

- Requirements Analysis
- Solution Design Consulting
- CAD Standards Development
- Multi-module implementation of ARCHIBUS/FM CAFM Software
- CAFM Integration with Peoplesoft
- Implementation of PDA Solutions
- Development of a Web Portal
- End user training and support
- Outsourced technical staffing

Technology Solutions

- ARCHIBUS/FM Modules - Space; Strategic Master Planning; Furniture & Equipment; Building Operations; Telecommunications; Real Property & Lease Management; Overlay for AutoCAD
- Microview PALM/FM for PDA-based Data Management
- ColdFusion-based Web Portal
- ERP Integration (Peoplesoft)

Benefits

BRG's implementation methodology ensured that SCVHHS implemented appropriate and integrated technology solutions within the SCVHHS environment. Improved procedures and technical solutions have significantly reduced costs while improving inter-departmental communication and increasing the availability and quality of information.

Technical Details

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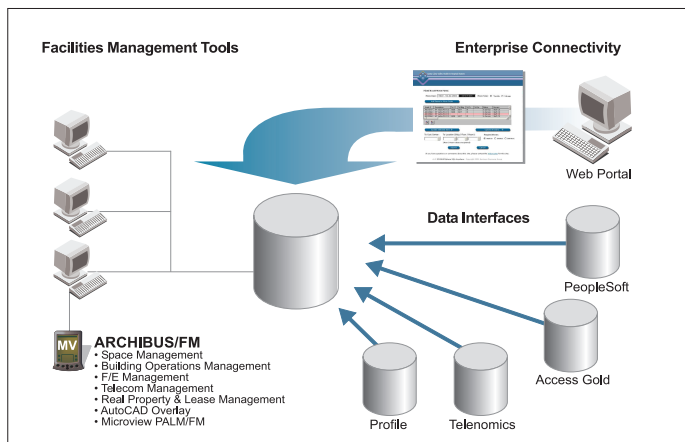
Facilities Web Portal

Through simple web browser entry on the Enterprise Intranet, users have the ability to access many critical self-service Facilities processes ranging from service calls and work orders to move and telecom requests and asset transactions.

Built on top of the ARCHIBUS/FM database, the portal has expanded the reach of the CAFM data and streamlined the management of mission critical data by distributing the maintenance of this data to an enterprise user base. Based on user permissions, differing levels of access are available to end-users. Workflow processes including email notifications for authorization of transactions, add an additional layer of systemized control over these automated processes.

Point of Activity Solutions

In order to provide remote, point-of-activity access to CAFM data, PALM-OS based PDA applications from Microview-FM have been implemented. Using handheld PALM computers from Symbol Technologies with barcode scanning capabilities incorporated into the hardware, users can collect data in the field and synchronize it directly into the centralized CAFM database.



Available PDA applications for users include asset survey tools to update and collect information on deployed equipment and furniture assets; work management tools for creating and managing on-demand and preventive maintenance work orders from the field, as well as a several other specialized applications.

Enterprise Integration

From the beginning, the system vision has relied on carefully planned data integrations with critical enterprise systems. Through the development of these interfaces, Santa Clara Valley Health & Hospitals has eliminated what would otherwise be redundant data maintenance activities within different departments of the organization. This has saved SCVHHS Facilities staff countless hours of effort in maintaining data elements not necessarily owned by their organization. Likewise, these integrations have made data that is owned by the Facilities Department, generally available for use by other departments.

