

Hampshire Partnership NHS Foundation Trust is reaping the dramatic benefits of implementing QFM, the market-leading powerful, customisable facilities, property and performance management software.

Implementing the centralised CAFM (Computer Aided Facilities Management) application rapidly co-ordinates and controls maintenance services and provides a single point of contact via the facilities helpdesk.

This has enabled enhanced standards of patient care, through comprehensive workflow, task and lifecycle management and the centralisation of business critical information, allowing the trust to deliver optimum value to the community.

Established in 2001 and since then more than doubled in size, the trust now operates across 89 sites. Its works department is responsible for ensuring the timely delivery of facilities and maintenance services to the trust's 140 properties, as well as to the third party NHS institutions it works with. Services are delivered by both in-house and third party contractors, covering a wide geographic region, often in remote areas. With many staff being field-based, reliable communication and workforce tracking is key to delivering high quality facilities management services.

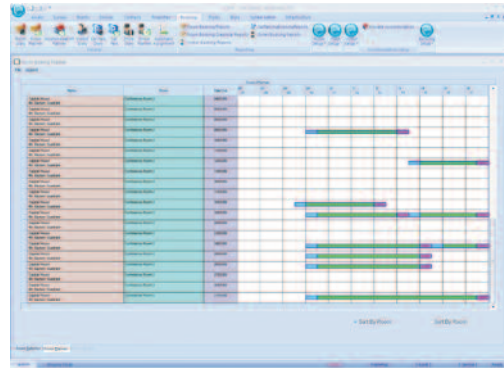
Centralised system

As the scope and geographic coverage of its services grew, the trust required a centralised system that could rapidly co-ordinate and control maintenance to ensure the ongoing provision of high quality health services.

Brian Ward, senior operations manager, explains: "We had been using our previous CAFM application since 1986, and it was no longer relevant to the needs of a foundation trust or our customers. Because of the diversity of our estate, and the requirements of the NHS trusts we serve, we needed a system that could manage different types of workflow in a professional way. In addition, our previous system was a character based, menu driven system that had become somewhat unwieldy to use."

As an expanding organisation, Hampshire

Trust's future-proof CAFM delivers dramatic benefits



Partnership NHS Foundation Trust wanted to centralise the management of maintenance services by providing a single point of contact via a facilities helpdesk, as well as improve communications with remote engineers and its customer base. As Brian Ward says: "The new system needed to be flexible, expansive and have the ability to grow with the demands of the trust and the services we provide."

The trust had already invested significantly in the infrastructure for its helpdesk, including the installation of a new phone system. Brian Ward adds: "The transition to a centralised helpdesk marked a significant business change for us. It was critical we selected right software partner. We wanted to invest in a long term partnership."

Following a tendering process, QFM was shortlisted along with several other CAFM solutions. Service Works Group is the international supplier of QFM.

The trust undertook reference site visits with several of Service Works Group's clients, which, as Brian Ward says, "effectively demonstrated QFM's capacity to manage both internal staff and contractors. We were impressed with QFM's ability to support a busy helpdesk with a high volume of calls, and with the system's extensive reporting capabilities. QFM was one of the most customer focused systems that we saw, and we were confident it would allow us to manage our customers' expectations."

QFM was selected in late 2007; and went live the following spring, in conjunction with the launch of a new

centralised helpdesk service, which included an electronic voice over IP telephone system and a single contact number. A phased approach was taken to the roll-out of QFM, with the system initially being used to manage service events only. During the first week alone, QFM enabled the trust's helpdesk to successfully log and manage 250 service calls.

QFM now manages all reactive and planned maintenance events, from the smallest minor improvements to the largest capital projects. Preventative maintenance tasks and the management of resources are also controlled through QFM, ensuring that the trust's estates department has full visibility and control of costs, performance and service delivery via one integrated system. All of Hampshire Partnership NHS Foundation Trust's facilities and estates performance reporting is driven from QFM's suite of over 200 reports. Since project launch, almost 20,000 jobs have been managed using QFM.

Enable effective management

Alan Johnstone, head of estates and capital at the trust, comments: "QFM allows us to effectively manage events from inception to completion, rather than simply tracking staff resources as we did previously. It has allowed us to dramatically improve our reaction time and speed of service. Our customer base is able to talk to someone and know that their issue will be dealt with promptly. To date, QFM has allowed us to successfully manage almost 20,000 facilities and maintenance jobs."

In addition, QFM's comprehensive event costing capabilities allows the trust's works department to fully manage the cost elements associated with each event, as Alan Johnstone explains: "QFM

has transformed the speed in which we can invoice for services. We can be far more proactive in providing accurate information to our Finance department, who, in turn, is able to deliver more timely invoices to customers and drive revenue."

In February 2009, the trust extended its use of QFM by deploying the system to its team of 40 field-based staff via mobile technology. QFM Mobile software allows the trust's helpdesk to dispatch work to orders to their engineers and contractors, from QFM to a handheld device in real time. Field-based operatives are able to update details of the job on their mobile device, from notification through to completion, reducing the administrative load on the helpdesk.

The trust will further take advantage of the latest technology, as it plans to roll out the Web-based version of QFM later in 2009. This will enable hospital staff and customers to log maintenance requests through a simple, secure web interface at any time of the day or night. It is also investigating the possibility of integrating QFM with a number of third party applications, in order to deliver a complete solution to support facilities, space and document management.

The collaboration between Hampshire Partnership NHS Foundation Trust and Service Works Group demonstrates how technology can be leveraged to streamline facilities and estates operations, enhancing the standard of patient care and delivering optimum value to the community.

Alan Johnstone concludes: "QFM has dramatically improved communications between the estates department and our hospitals and clinics across the region. It drives revenue and, more importantly, ensures the ongoing provision of high quality health services to which we are committed."

For more, call 020 8877 4080 or visit www.swg.com

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