



Who: WellSpan Health

What: Integrated Healthcare System

- 6 hospitals
- 300+ Ambulatory Facilities

Where: South-Central Pennsylvania & Northern Maryland

Problem: Time consuming, slow, inefficient, ineffective operations management from using paper-based manual processes

Solution: Msicorp Asset Performance Management Services & WebviewAMS®

Primary Choice Factors:

- Exceptional Past Performance
- One Solution & One Cost
- SaaS Knowledge & Expertise
- Level of System Customization
- Turnkey Implementation
- User-Friendly Interface
- Online Support
- Minimal Investment
- Fast Msicorp Response Time

WellSpan Health says goodbye to paper

WellSpan Health is a national healthcare leader and award-winner, that provides patient care through six hospitals, and 300 ambulatory facilities. The facilities are in central Pennsylvania and northern Maryland. The facilities have received several honors and awards in recent years that includes include four hospitals designated as Blue Distinction Centers in Maternity Care by Blue Cross and Blue Shield Companies. The national distinction is an honor bestowed to recognize facilities that demonstrate quality care, treatment expertise, and better overall patient results in Specialty Care programs.

WellSpan received the honor for several reasons. One is their dedication to working as one coordinated healthcare organization. Another is WellSpan's commitment to transforming care by embracing sophisticated information technology.

That commitment drove WellSpan to say goodbye to paper-based processes for facility operations and hello to automated electronic-based processes. Through the change they hoped to have better visibility and performance metrics, especially with over 500 service requests each week, and 2,500+ inspections per month.

Who would provide such a solution was an easy decision for Bill DeFelice, Director, Property Management, WellSpan Health. He selected Msicorp because he worked with them in the past with exceptional outcomes. Msicorp is an experienced and knowledgeable provider of SaaS medical and healthcare facility solutions that automate, manage, track, and report facility operations' status, thereby improving compliance, efficiencies, safety, and outcomes. Another reason was Msicorp would configure their system to the way WellSpan wanted to do things. DeFelice trusted Msicorp experts and was confident they would deliver the best-customized solution.



Webview_wAMS® has a user-friendly App that makes it easy for maintenance to record and upload findings during daily checks.



WellSpan Health can now better monitor and manage facility compliance by capturing data and tracking progress.

Solution Benefits:

- Company-wide Standards
- Better Operations Activities Visibility & Detail
- Sharing of Best Practices Between Facilities
- Customized Reports, Tracking, Alerts
- Mobile Access
- Real-time Data for Tracking Progress
- Cloud Platform – 24/7 access
- Minimal IT Time

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The project began with a series of information gathering meetings led and driven by Msicorp experts. Attendees were key leaders at WellSpan, and the group discussed the transition to electronic-based operations, company-wide hospital standards, compliance requirements, processes, procedures, and systems.

From the information gained, Msicorp experts created a baseline to determine a hospital's level of compliance. They also completed a full assessment, developed, and delivered their recommendation of a SaaS solution with cloud-based WebviewAMS® software. Their proposal was quickly accepted, and Msicorp started implementation.

Msicorp experts installed WebviewAMS® and reconfigured WellSpan systems. A mobile option was added to make the system accessible through the Msicorp app. Msicorp experts also customized reports within WebviewAMS®, tailored to how WellSpan uses them. After everything was completed, WellSpan employees received training and were made aware of Msicorp online support.

The next phase was making it happen at each hospital, which brought more challenges for Msicorp experts. Each facility had its own facility-specific paper-based policies, procedures, and issues. No two hospitals had the same strengths and weaknesses, eliminating the potential for multiple facility solutions.

The Msicorp experts welcomed the new challenges and went right to work. One hospital at a time, Msicorp led facility leadership through the process. Every facility system and process were discussed, reviewed, and assessed. Gaps and areas for improvement were identified, and to what degree for safety, security, maintenance, housekeeping, patient requests, and more.

If a hospital had issues in one area, Msicorp experts added steps in the system to correct the issue. If one facility was better in a particular area than another, Msicorp established and shared best practices. Plus, Msicorp gained acceptance of the new overall company-wide standards.

Within a year, Msicorp experts had transitioned the company and all six hospitals with each having a system configured for their specific needs. Reports, spreadsheets, and alerts were also customized with details to help facilities identify areas for improvement and track progress at the individual employee level.

The solution delivered by Msicorp has enabled WellSpan to progress further toward its goals of being one company, with higher sophistication in operations technology. New system data has also empowered WellSpan to improve compliance, efficiency, and outcomes. IT time and costs were reduced, visibility was gained, and issues can now be identified in real-time for prompt action. Employees also have Mobile access for electronic logbooks, mobile operator rounds, and work management. Msicorp has delivered a win-win to WellSpan, and they are very satisfied with the results.