



Fire Safety Manager Case Study

Background

Tampa General Hospital (TGH) is one of the most comprehensive medical facilities in West Central Florida, serving a population exceeding four million across twelve counties. TGH stands as one of the region's largest employers. Consistently recognized for its exceptional care, U.S. News & World Report ranked TGH as the #1 hospital in Tampa Bay for 2024-25, with national rankings in eight specialties.

As the area's only academic health system, TGH collaborates with the USF Health Morsani College of Medicine to advance medical research, education, and patient care. Notably, TGH operates the region's sole Level I Trauma Center and performed Florida's first successful heart transplant in 1985.

The Challenge

Tampa General Hospital recognized the need for greater control and visibility over its fire safety program after years of relying on third-party vendors for inspections.

With 1,200 to 1,300 fire doors across their facility and strict Joint Commission requirements to meet annually, the hospital faced challenges with the quality of reporting, responsiveness, and overall service from external providers. Reports often lacked the clarity and customization TGH needed, and vendors appeared more focused on generating repair revenue than delivering accurate assessments. The hospital maintained a clear checks and balances process, yet the inconsistencies in vendor evaluations remained a persistent issue. Realizing that outsourcing this critical process was no longer a good fit, TGH decided to bring fire door inspections in-house.



Quick Facts

- ✓ Location: Tampa, FL
- ✓ System Size: 6 hospital campuses
- ✓ Beds: 1,353
- ✓ Ownership: Private, Non-Profit
- ✓ Type: Academic & Acute Care
- ✓ Solutions Chosen: Fire Safety Manager, Rounding, Project Risk Manager, Permit Manager, Vendor Manager
- ✓ Customer Since: 2013





The only missing piece was software. Already familiar with Soleran through using it for rounding, asset tracking, and permits, the team found it to be a natural fit - an easy decision to support their plan for a more transparent, accountable, and efficient fire safety program.

Solution & Performance

Tampa General Hospital found exactly what it needed in Soleran's fire safety software - a simple, powerful, and reliable solution that transformed their inspection process from a frustrating vendor-led model to a fully in-house, expertly managed program. The implementation was seamless, with training sessions running smoothly and all benchmarks met. One of the most significant wins was how quickly Soleran tailored the system to TGH's specific needs. After providing a custom report template, the Soleran team quickly built out a view that auto-populates completed format, making it easy to compile binders with hard copy documentation if needed. The team at TGH now enjoys complete control over their fire door program, including the ability to identify failures, take photos, generate work orders, and track every detail with confidence and clarity.

The results speak volumes. Soleran's software didn't just meet expectations - it elevated the entire workflow. **Shawn Brock, Life Safety Compliance Specialist explained, "With Soleran, our process kind of runs itself. It is super simple to use. We also saved a lot of money because the**

software was a really good price. It cut the cost of hiring a vendor to come in here." Organization has improved dramatically. **"Soleran allowed us to run our office basically how we need to in an organized fashion. That's the biggest value to us - great organization, every day," said Brock.**

The intuitive design allows new team members to get up to speed quickly, and the hospital can now maintain compliance with greater transparency and efficiency. Soleran's Support Team has also impressed with lightning-fast response times and dependable service. **"As far as Soleran's support, when I say responsive, you guys are super quick! We're not waiting for anything. Somebody provides you an answer within the hour," exclaimed Brock.**

TGH has even shared its success with leadership at other hospitals. **Shawn Brock mentioned, "I gave a Soleran presentation to some directors and vice presidents at three of our other hospitals. The program speaks for itself. They were like, 'Wow, so this is basically a one-stop shop.'" From fire drills to permitting, everything is centralized, documented, and audit-ready. For Tampa General, partnering with Soleran was more than a smart move - it was a natural fit. Brock stated, "Why not go with Soleran again? They've shown up for us in so many other ways. It made things so much more simple for us. This was a no-brainer - it was just relationship and simplicity."**

Quick Facts

Users

298

Completed (All Time)

**Fire Drills - 412
PE Tours - 1,816**

**PCRA - 952
ICRA - 5,169**

ILSM - 328