



Project Risk Manager (PCRA, ICRA, ILSM) Case Study

Background

Parkview Health is a not-for-profit, community-based health system serving over 1.3 million residents across more than twenty counties in northeast Indiana and northwest Ohio. As the region's largest employer, Parkview Health boasts a dedicated team of over 16,000 co-workers across fourteen hospitals and more than 200 outpatient centers and physician offices.

The Challenge

Over a decade ago, Parkview Health proactively set out to improve their PCRA, ICRA, and ILSM processes by replacing a paper-based system with a more efficient, centralized solution. As the health system grew, they saw an opportunity to strengthen consistency, improve access to critical documentation, and simplify survey readiness. By moving to a digital platform, Parkview aimed to support their teams more effectively, enhance compliance, and ensure a smoother, more reliable risk management process across all facilities.

"I've had three Joint Commission surveyors say, 'Wow! You guys are really on top of your process!' With Soleran's platform, it's no longer a struggle to be as detailed as needed."

- Scott Amburgey, Director of Facilities Engineering



Quick Facts

- ✓ Campus Location: Fort Wayne, Indiana
- ✓ Type: Acute Care, Level 2 Adult & Pediatric Trauma Centers
- ✓ Ownership: Non-Profit, Community-Based
- ✓ System Size: 14 hospital campuses (1,287 beds), 22 counties
- ✓ Solutions Chosen: Project Risk Manager (PCRA, ICRA, ILSM), Fire Safety Manager, Above Ceiling Permits, Hot Work Permits
- ✓ Customer Since: 2013





The Solution

Parkview Health turned to Soleran's Project Risk Manager applications (PCRA, ICRA, ILSM) to digitize their approach and support a more efficient, consistent process across the system. Their goal was to replace outdated paper methods with a modern solution that would simplify documentation, improve Joint Commission survey readiness, and ensure easy access to accurate, up-to-date information. With Soleran's platform, Parkview aimed to streamline workflows, strengthen compliance, and create a standardized process that supports their commitment to quality and operational excellence across all facilities. The implementation and training of Soleran's PCRA, ICRA, and ILSM software at Parkview Health was a smooth and collaborative process. One of the key advantages was the ability to customize the platform to fit their specific needs. This flexibility allowed the team to tailor workflows, functionality, and the overall design to align with their processes. The transition was efficient and the team quickly adapted to the new system. Soleran allowed Parkview the ability to digitally access and maintain accurate records, improve survey readiness, and reinforce a more structured, efficient approach to risk management. Scott Amburgey, Director of Facilities Engineering said, "It just makes life easier. It's not a paper you have to file somewhere. It's always on hand." With minimal transition time, the software quickly became an integral part of their day-to-day operations.

Performance

The performance and time savings achieved through Soleran's Project Risk Manager at Parkview Health have been outstanding. The system has drastically improved efficiency, particularly in construction rounding and infection prevention (ICRA) processes. The ability to conduct rounding electronically using mobile tablets has transformed how teams operate, making documentation readily accessible, and eliminating the need for cumbersome paper records. Tasks are completed efficiently and without delays. One of the most significant benefits has been the impact on Joint Commission surveys. Since implementing Soleran's software, Parkview Health has received multiple compliments from surveyors on the organization of their documentation. The platform has helped ensure that records meet the detailed expectations of surveyors, making the survey process much smoother and less stressful. "I've had three Joint Commission surveyors say, 'Wow! You guys are really on top of your process!' With Soleran's platform, it's no longer a struggle to be as detailed as needed," added Amburgey. Users, including project coordinators and infection prevention staff, have found the system intuitive and flexible, allowing them to tailor the platform to their specific needs rather than conforming to a rigid, out-of-box system. The combination of customization, ease of use, and accessibility has made Project Risk Manager a valuable asset, significantly enhancing compliance and operational efficiency. Parkview Health's positive experience has led them to recommend the platform to other hospitals seeking a more effective way to manage PCRA, ICRA, and ILSM processes.

Quick Facts

No of Users:

161

Avg PCRA's Completed
Each Year:

137

Avg ICRA's Completed
Each Year:

118

Avg ILSM's Completed
Each Year:

93