



Rounding, Project Risk Manager & Permits Case Study

Background

This nationally recognized hospital is a prestigious academic medical center located in the heart of Massachusetts. It serves patients from New England, the United States, and 120 countries worldwide. As a major teaching hospital, the healthcare facility maintains a legacy of clinical excellence and continuous growth. The hospital network encompasses 1,200 doctors across 150 outpatient practices in New England. It consistently ranks among the top hospitals in various specialties, including cancer, cardiology and heart surgery, diabetes and endocrine disorders, ear, nose and throat, gastroenterology and GI surgery, geriatric care, gynecology, neurology and neurosurgery, orthopedics, pulmonology, rheumatology, and urology, according to U.S. News & World Report.

The Challenge

In 2018, the hospital's Environmental Affairs team needed an efficient way to collect and manage data. Using Sharepoint, plus paper and pen, was not efficient or effective enough. There was too much information in too many places. They needed to be able to collaborate as a team with centralized data. They began using Soleran's PE Tours (formerly EC Tours), Tracers, and Lab Inspections applications to help with data collection, management and prioritization of risks.

Once utilizing the Rounding applications, the Environmental Affairs team saw a need to update their PCRA access database. The system they were using was clunky and needed special skills not available. A cloud-based alternative was needed, as well as external software support, and a way for external contractors to cross the firewall. An IS secure way to communicate with those vendors and collect real-time data in the field was a top priority.



Quick Facts

-  Campus Location: Massachusetts
-  Campus Beds: 763
-  Ownership: Voluntary, Non-Profit
-  System Size: 2+ million sq. ft.
-  Solutions Chosen: PE Tours, Tracers, Lab Inspections, PCRA, ICRA, ILSM, Permit Manager, & Environmental Permits
-  Customer Since: 2018





The Solution

The Environmental Affairs team had a list of wants and needs to help their facility hit its efficiency and effectiveness goals. They were looking for a mobile app with real-time data collection. Passing the hospital's IS risk assessment to collaborate internally and externally with users was a must. Automatic notifications were also an important factor for the team to reduce time sending emails and reminders.

After vetting many different providers, Soleran met the criteria. Modularity and reduced training time tipped the scale for Soleran being the chosen system.

The team made their decision knowing they wanted to add & grow on to their existing software, specifically and logically growing with PCRA in mind. "Already having the Soleran platform, we knew we could add on. It made it more efficient, because we were already familiar with the platform. It has the ability to grow with us," explains Jon, Director of Environmental Affairs.

Already being familiar with the Soleran platform allowed a reduction in supplemental training for the PCRA, ICRA, ILSM, Permit Manager & Environmental Permits applications. The newest app nuances were the only additional training required.

Another plus was that their contacts/data were already in the system. Through streamlining the system using software, the team was also able to make their workflows even better.

Performance

Using Soleran's PCRA, ICRA, ILSM, Permit Manager & Environmental Permits applications, PCRA assessment processes were efficiently rethought with software. Now using data and improved workflows has led to testing processes and improving on them for measurability. Before Soleran's Permit Manager applications, the team was not able to effectively track or measure risks. The staff used to get frustrated switching between screens and multiple tools. Now having one platform, mobility, dashboards, and eliminating double entry allowed them to focus on other aspects of their jobs.

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- Jon, Director of Environmental Affairs

Quick Facts

No of Users:

1,263