

Infor EAM for Healthcare

➔ Infor EAM provides healthcare organizations with the asset management functions they need to improve performance, increase savings, comply with regulations, and provide quality care.



Do business better.

Hospitals and healthcare facilities face an increasing number of cost pressures and other challenges as they strive to meet their primary mission—providing high-quality patient care. One of the healthcare industry's major challenges is managing medical equipment, which includes tracking and managing mobile assets, complying with a long list of ever-changing regulatory standards, guarding against equipment failures, and managing clinical equipment inventory. All of this is complicated by the increasingly important role that energy usage plays, and the necessity to ensure asset performance at a lower energy cost.

Healthcare organizations need an enterprise asset management (EAM) solution that can help them understand and effectively manage all facilities and equipment costs—in short, one that supports the business side of healthcare.

Leverage experience.

With more than 18 years of experience and one of the market's most comprehensive asset management solutions, Infor™ helps hundreds of healthcare organizations get the most out of their medical equipment and facilities. Infor EAM helps reduce costs and increase accountability in a highly regulated and volatile industry through:

- **Risk management**—Key performance indicators (KPIs) and real-time performance monitoring proactively identify potential problems with high-risk equipment.



- **Regulatory compliance**—Documentation from calibration reports, electronic signatures, greenhouse gas (GHG) reporting, and asset tracking keeps the organization audit-ready.
- **Equipment reliability**—Scheduled maintenance, predictive maintenance, and accurate warranty and repair records ensure the accuracy and reliability of life-saving equipment.
- **Asset sustainability**—Incorporating the consumption, costs, and environmental impact of natural resources—water, air, gas, electricity, and steam—into your asset management strategy reduces costs and ensures compliance.

Infor EAM delivers the advanced functions hospital facility managers need. In addition to offering advanced support for traditional facilities management, the solution can help you take on new challenges, like optimizing energy consumption and meeting the Leadership in Energy and Environmental Design (LEED) standards for environmentally sustainable construction.

Get business specific.

As a web-architected system, Infor EAM allows you to access asset management functions through a standard Internet browser—anywhere and any time. Infor EAM is also available as a hosted solution and software as a

service (SaaS), allowing you to significantly reduce total cost of ownership and manage cash flow.

Key features include:

Medical equipment management. With Infor EAM, you can manage risk, warranties, and change notices. Plus, you can monitor asset performance, initiate preventive maintenance measures, and easily collect data on your assets.

Call center management. You can manage all service requests through a single call center. From nurses to cafeteria workers to maintenance technicians, each service employee can view their open requests. With the help of Infor EAM Requestor, users can enter, update, and retrieve work orders through a familiar web interface.

Change notice management. There is a constant flow of equipment in the healthcare industry—from replacing faulty or out-of-date medical instruments to implementing the most modern technology. Infor EAM helps you quickly and easily manage change notices that affect your equipment and operations, allowing you to take action and prevent potential hazards.

Multi-organization capabilities. Infor EAM can help your organization incorporate assets into a management solution while maintaining autonomy between different maintenance groups. For example, medical personnel can use the solution to issue work orders for cardiac monitors and defibrillators, while facilities managers can use it to service HVAC systems and automatic doors. Each department has access only to the tasks it needs. The facilities teams can control purchase orders, evaluate vendors, and manage purchasing contracts, resulting in a more efficient and cost-effective operation.

Energy efficiency. You can factor energy consumption into your evaluation and management of asset performance. By combining the consumption of energy and other natural resources with other asset performance parameters, Infor EAM gives you a more complete picture of each asset's performance and its impact on your business. To improve energy efficiency, Infor EAM continually monitors energy consumption at the asset level, and proactively alerts the workforce of performance anomalies to ensure action is taken at the optimal time.



Regulatory compliance. To meet guidelines set by the Joint Commission, Occupational Safety and Health Administration, and other key regulatory agencies, Infor EAM provides healthcare organizations with comprehensive tools for performing maintenance, documenting the work and history associated with a piece of equipment, and developing maintenance strategies.

Features include:

- **Asset profile management**—Compile accurate information about equipment to analyze performance, meet audit requirements, schedule preventive maintenance, and reduce capital expenses. Plus, group equipment under predefined classifications such as life safety or custodial services.
- **Asset tracking**—Keep all information about assets—from heart monitors to thermometers to bed linens—in one database for easy retrieval and for input on activities, movements, and maintenance. Ensure that information on highly mobile equipment is always up to date.
- **Barcoding and data collection**—Record and track equipment with barcoding technology for more accurate, efficient, and effective deployment. Use barcodes to accurately administer and track medication and locate mobile equipment, from beds to stethoscopes.
- **Equipment calibration**—Keep sensitive medical equipment, such as dialysis and MRI machines, in the safest condition possible. If life-saving medical equipment loses calibration, technicians can easily trace back to the point of failure, preventing critical problems.
- **Inspection management**—Document and protect inspection procedures on each piece of equipment and initiate inspections based on time, equipment performance, or previous work.
- **KPIs**—Monitor medical equipment with real-time, dashboard-like gauges for a precise snapshot of maintenance team and equipment performance to quickly identify potential problems and improve utilization. Set KPIs to monitor issues that are critical to your organization's continued compliance with regulatory requirements.
- **Mobile workforce**—Infor EAM Mobile extends the value of Infor EAM for field service workers as well as the managers, clerks, and schedulers who are connected directly to the solution. Personnel can move from room to room or site to site and still access and record maintenance information, conduct inspections, and track inventory.
- **Outsourced medical maintenance services**—Record maintenance activities, compile equipment histories, and create invoices for services the medical maintenance department performs for other organizations.
- **Warranty management**—Tap into immediate savings with warranty management for both meter- and date-based warranties and for automatic notifications on all work orders in the system that have a potential warranty claim.
- **Emissions compliance**—Capture and document the carbon footprint of your organization, and enforce stringent work management processes for hazardous material and fugitive emission handling.



Infor EAM helps reduce costs and increase accountability in the highly regulated and volatile healthcare industry through risk management, regulatory compliance, and equipment reliability.

Risk management. Healthcare organizations need their equipment to perform as expected in order to avoid damaging and expensive liability claims. Infor EAM helps ensure your facilities and equipment will function properly by:

- Compiling equipment histories
- Scheduling and performing preventive maintenance tasks
- Managing materials and inventory
- Performing calibrations
- Calculating risk on each piece of equipment

Using Infor EAM, you can design risk assessment and ranking formulas based on criteria such as age of equipment, frequency of use, and sensitivity of functions performed. The equipment's risk ranking is attached to all work orders, maintenance histories, and equipment profiles so personnel can instantly identify equipment as high risk and access the information needed to carry out maintenance tasks. As a result, your organization can accurately prioritize equipment care to protect the patients and healthcare professionals who depend on it.

Risk management also includes:

- **Electronic record protection.** Using administrative tools, you can implement various levels of password protection, create authority checks to set user-specific accounts, control document distribution rights, and limit access for changing documentation.
- **Audit trails.** Any time a record is changed, administrators can track the user ID, altered fields, value changes, date and time of the change, and whether the change is a data insertion, update, or deletion.

See results now.

Hospitals save lives with the help of highly trained personnel; properly functioning medical equipment and adequate facilities play a significant role in their success. Infor EAM provides healthcare organizations with the asset management functions they need to improve performance, increase savings, comply with regulations, and provide quality care—all with low total cost of ownership and a rapid ROI.

Infor EAM offers extensive multi-organization tools, allowing your facility to manage several tasks and departments from one integrated solution—and reduce costs through effective systems management, comprehensive work order functions, integrated purchasing, centralized call centers, and easy-to-use scheduling tools.

In addition, the solution helps your organization avoid penalties, shutdowns, liability claims, and the damaging public exposure that follows loss of accreditation.

Plus, Infor EAM facilitates asset sustainability by allowing you to incorporate the consumption, costs, and environmental impact of natural resources—water, air, gas, electricity, and steam—into your asset management strategy to reduce costs and ensure compliance.

About Infor.

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become the third largest provider of business software. For additional information, visit www.infor.com.

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