Care Group Noorderboog

Facility support makes for better healthcare

Live-link your assets and facilities.

ULTIMO

INTRO

CONTINUOUS CARE. RANGING FROM PERSONAL CARE TO MEDICAL TREATMENT. EVERY DAY OUR EMPLOYEES TAKE CARE OF ELDERLY PEOPLE IN OUR 16 LOCATIONS THROUGHOUT THE NETHERLANDS. DOMESTIC HELP, CATERING, REHABILITATION OR NURSING.

CARE GROUP NOORDERBOOG IS A CARE GROUP THAT LINKS CARE AT HOME, SHELTERED HOUSING AND RESIDENTIAL CARE HOMES.

OUR SOLUTIONS

From hospital to integrated care group
Care Group Noorderboog used to be part of the Isala Diaconessen Hospital. The care group and the hospital parted ways in 2016 and the Care Group Noorderboog was established. An independent care group. One year later the Noorderboog started to collaborate with De Stouwe, another care group in the district. Tim Kuper, IT for the department of Information, Quality and Process management, was involved in these organisational changes. "Together we can achieve more." he says.

System knowledge and sports
Kuper's passion is working with systems, which he does in his spare time as well when he builds web-sites. At the same time he is a sports fanatic. He feels the discipline and fanaticism of sports and the passion for systems makes the ideal combo for a technical systems administrator. "I want to get to the bottom of a system and understand what it can do for people. Go to the max, both in sports and in my job. Understand the system, what does it contribute to the organisation and what's in it for the employees?" explains Kuper.

Lead by the hand and modify manually
The Isala Diaconessen Hospital used Ultimo On-Premise. As a result of the split, the care group needed a new IT environment. "Select a suitable service management system and implement it for Care Group Noorderboog.' This was the brief Kuper received. An enjoyable challenge for the application manager. He chose Ultimo in the Cloud. "We chose Ultimo because their people led us by the hand. Ultimo takes its time for the customer and is involved on a personal level. What clinched it was the flexibility of the software. You can modify Ultimo to match your processes, not change the process to match Ultimo."

Ultimo is alive at Noorderboog
Kuper is administrator of Ultimo, which makes him proud. Everybody can approach him with questions, problems or remarks on Ultimo. "It is very nice that everyone is involved in Ultimo. I get a lot of feedback from colleagues: "Would this be possible?" or "Could we try it like this?" Very welcome that people are involved positively. This enhances the work and makes it easier. I can truly say that Ultimo is alive in our organisation".

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Facilities: from report to processing

Care Group Noorderboog uses the IT, Facilities and Reservations modules. Facilities software was introduced about a year ago. All reports are made in the Service Desk module of Ultimo. The four ladies working for the service desk process it all: reserva-tions, catering, cleaning, reports, you name it. "We register everything in Ultimo. Also when a problem is reported personally or by phone, we record it in the system so we can get the full picture." These reports are then sent to the Technical department. Two of the people are field service, driving their vans from location to location. They use the Ultimo Go app on their tablets. One of the things they do is move resources from one location to another. The other six technicians work on location: replace lights, paint walls, replace toilet seats, etc. Everything they do is reported in Ultimo as well. From report to completion.

Nightmare scenario: no Ultimo

"Without Ultimo we would be at a loss. The system is primarily used for the Technical department and it gives us understanding and insight. We use it to register everything and we retrieve vital information we can use for improvement. Not having Ultimo would be a nightmare for us."

Kuper's tip

"Make sure the processes are detailed and complete before you begin implementing the system. It is better to have a fully thought-through process before filling the system with data than filling it with data and then having to make modifications. And make sure the data is complete and correct. Also, do not try to enter all data at the same time, it is better to do this gradually. One big transfer will likely result in problems. This will scare off people and you will introduce errors in the process."

Internet of Windows, Parking and Briefs

The Ultimo Inspiration session Facility Management, an event about the latest developments, triggered Tim Kuper about all the possibilities of the Internet of Things (IoT). "For example the sensors on windows. Check if all windows are closed at a glance. It saves so much time when nobody is required to walk through the entire building to check every window separately. Another example is sensors on parking spaces, to check if there is still room. Very convenient for employees and clients, and it saves frustration. Solutions in facilities can often be found in IoT." But caretakers also have a use for IoT. "A sensor in an incontinence pad can report when it needs to be replaced. Sensors have lots of options. Who knows, we may well progress from the Internet of Things to the Internet of Windows, Parking and Briefs." Kuper muses.

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LIVE-LINK
YOUR ASSETS
AND FACILITIES.

The world is in a whirl, and it revolves around all your objects and equipment at the speed of light. If you are the one responsible for maintenance, facility or IT in your organisation, you want nothing more than your assets constantly letting you know whether they are still compatible with this world. And if you are responsible for more than that you want this as well. After all, your assets may require your attention in a more general, or even financial, way. Ultimo will be sure to pass on the crucial signals about your assets. So you can pick up on them and act decisively. Are you listening?

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