University Hospital Brussels

Added value of Ultimo for the biotechnical service of University Hospital Brussels

INTRO

THE UNIVERSITY HOSPITAL IN BRUSSELS IS AN ACADEMIC CENTRE FOR TOP CLINICAL PATIENT CARE BASED ON INNOVATION AND SCIENTIFIC RESEARCH. LIKE MANY HOSPITALS IN THE PAST, THE UNIVERSITY HOSPITAL BRUSSELS WAS FACED WITH PROBLEMS SURROUNDING THE DEMONSTRABILITY OF THE QUALITY OF MAINTENANCE AND EQUIPMENT, BOTH INTERNALLY (E.G. THE SUCCESSION OF CONTRACTORS) AND EXTERNALLY (ACCREDITATION).

IN A CONVERSATION WITH ULTIMO, JAN FLAMENT, THE GENERAL MANAGER OF TECHNICAL AND FACILITIES SERVICES & ADMINISTRATION, EXPLAINS HOW THE FACILITY MANAGEMENT SOFTWARE CONTRIBUTES TO THE BEST CARE IN THE UNIVERSITY HOSPITAL BRUSSELS.

OUR SOLUTIONS

Selection of Facility Management software
In 2013, the University Hospital Brussels chose Ultimo to support the biotechnical service. In the meantime, the application has been implemented in more areas of the hospital, like the technical service, labs, logistics, purchasing, the kitchen and the facilities services. With this software suite, it is possible to work within one database so errors are easily prevented. "The ease of linking the back offices, as well as the price/quality ratio, was decisive in our selection," Flament explains.

But there were some additional decisive elements for University Hospital Brussels. The familiarity with the industry, for example: "We were seeing more collaborations between the supporting services of other hospitals, and we noticed that the Ultimo application was already being used in other hospitals," Mr Flament adds. Another element were the dynamics as an organisation. "As an organisation, Ultimo is large enough to offer a sense of security and reliability, but it isn't quite an unwieldy giant." "This makes the organisation very dynamic in their way of thinking and in their contact with customers. Project OPERA is a perfect example."

Added value
Safety and risk management are vital in the world of hospitals. So, it's no wonder that stringent laws and regulations apply to medical technology and the management thereof. To support hospitals with this, Ultimo collaborated with healthcare professionals to develop the module Medical Technology. According to Flament, this module is "the core of the application" for the University Hospital Brussels, but not its only added value.

More control of medical technology
The module Medical Technology gives hospitals the option to determine the risk score of instruments. On the basis of the make, type and application (environmental factors) the risk class of a group of instruments is determined. The level on which this is done is called the maintenance classification. By calculating the risk score, instruments can be categorised into standardised risk classes. Periodical activities applicable to the group of instruments can then be defined in the maintenance classification.

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Project Opera

The platform Opera, an acronym of 'Onderhouds Protocollen En Risico Analyse' (Maintenance Protocols and Risk Analysis), is based on the module Medical Technology and grants access to an online database with about 7,500 medical instrument types, including certificates, documents, risk classes and maintenance schedules. This platform was developed in a collaborative effort of five Belgian hospitals. "The joint approach behind OPERA is of great added value" according to Flament. "OPERA is managed by a user group, which makes sure the database is always up-to-date." The database grows with every new participant. The larger the number of participants is, the stronger the substantiation of the performed maintenance becomes. This is crucial for various certification, such as JCI and ACI.

Tool for certification

"Ultimo has simplified our lives," Flament feels. "A system like Ultimo is not absolutely necessary for these certifications, but it is far more than just desirable in order to get the necessary certificates. And most importantly: to get certified again next time." The biotechnical service now has a very clear overview of the approximately 20,000 medical instruments. All the information is registered digitally. This way, employees can quickly see when an instrument was purchased, when maintenance is required, when maintenance was executed, etc. That history and demonstrability are crucial in certifications. "It also allows you to steer through a certification process much more purposefully." "The software helps scheduling the right people in the right place. The option to see your own problem areas makes it so you can organise all of your resources in the best way possible."

Support of the labs

Over the past years, the inspections and regulations for labs have become more stringent. This is why the labs in the University Hospital Brussels were relatively far ahead with the succession of equipment. "But even so, they do use Ultimo for support," Flament explains. The labs use the software for matters such as the automation of periodical maintenance, inventory management and work order management. Especially the demonstrability and traceability are crucial to them.

In the future, the hospital would like to further optimise working with mobile devices and further integrate the link with SAP. They also have plans regarding the OPERA programme and a further roll-out to other areas like the dispensary.

Freddy Vos
VP International Sales
+31 (0) 341 42 37 37

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sales@ultimo.com | ultimo.com

BELGIUM

Ultimo Software Solutions bv
Schaliënhoevedreef 20A
2800 Mechelen
T +32 15 44 41 44

GERMANY

Ultimo Software Solutions GmbH
Lohbergstraße 20A
46537 Dinslaken
T +49 2064 82 84 754

Southern Regions
Marcel-Breuer-Straße 15
80807 München
T +49 2064 82 84 754

THE NETHERLANDS

Ultimo Software Solutions bv
Waterweg 3
8071 RR Nunspeet
T +31 341 42 37 37

UNITED KINGDOM

Ultimo Software Solutions Ltd
49 Piccadilly
Manchester M1 2AP
T +44 161 826 93 49

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