

## APPLICATION REPORT

# CATHOLIC HEALTHCARE SOUTHWEST ST. JOSEPH'S HOSPITAL AND MEDICAL CENTER PHOENIX, ARIZONA

## CHANDLER REGIONAL HOSPITAL CHANDLER, ARIZONA

### QUOTE:

"We used to have a manual, paper-based preventive maintenance system. Technicians would have to leaf through paperwork to determine what equipment needed to be inspected. Now, technicians can open up work orders on the Palm, then close them on the spot. That's a huge benefit!"

-Lori Catron, Manager, Biomedical Engineering

BIOMEDICAL

TECHNICIANS AT ST.

JOSEPH'S HOSPITAL AND

CHANDLER REGIONAL

HOSPITAL USE 5 SPT

1500 PALM PILOTS

FROM SYMBOL

TECHNOLOGIES TO

ACCURATELY INSPECT

12,000 PIECES OF

BIOMEDICAL EQUIPMENT.

### PROFILE:

- ▶ 2 Medical Facilities, St. Joseph's Hospital & Medical Center and Chandler Regional Hospital
- ▶ 12,000 Pieces of Biomedical Equipment
- ▶ 5 Palm Pilots
- ▶ 14 Biomedical Staff
- ▶ MEDI-MIZER Customer since 2001

### PRODUCT BENEFITS:

- ▶ MobileTech for MEDI-MIZER was up and running in days, and the staff picked it up immediately. Technicians adapted easily to the new system, using the Palm Pilots to complete inspections on more than 12,000 pieces of biomedical equipment, including X-RAY machines, ultrasounds, EKG monitors, and cardiac monitors. TISCOR staff migrated the previous year's data to the new system, so right away all relevant data was at their fingertips and useful reports could be run.
- ▶ The hospital used to have a manual system that had no preventive maintenance scheduler. Now, all required preventive maintenance is loaded into the Palm. That gives technicians the freedom to open and close work orders in the field, eliminating data entry. It also allows them to access equipment, repair, and preventive maintenance history with just a few key strokes.
- ▶ The system's powerful reporting features have helped them prove JCAHO compliance--twice. According to Ms. Catron, both facilities have been inspected by JCAHO since MobileTech for MEDI-MIZER was installed. Ms. Catron was able to quickly print out detailed reports outlining required inspections, proving compliance. The system also allows technicians to generate a variety of customized reports in several different forms.
- ▶ TISCOR's Tech Support walks the staff through any problems, offering helpful solutions the same day--sometimes, within the same hour. According to Ms. Catron, TISCOR's tech support is helpful and accessible, helping users maximize the potential of MobileTech for MEDI-MIZER.

MEDI-MIZER

**TISCOR**<sup>®</sup>  
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