



Infor EAM Healthcare Edition



Infor EAM Healthcare Edition 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 like yours face increasing pressures to grow operating margins and comply with regulatory standards, even as you strive to meet your primary mission—providing high quality patient care. As the healthcare industry focuses on achieving top-line growth, it faces a major challenge in managing medical equipment, which includes tracking and managing mobile assets, complying with ever-changing regulatory standards, guarding against equipment failures, and managing clinical equipment inventory. All this is complicated by the increasingly important role of energy usage, and the need to ensure higher asset performance at a lower energy cost.

Your healthcare organization needs an enterprise asset management (EAM) solution that can help you recognize and effectively monitor and manage all your facilities and equipment costs—one that supports the business side of your services.

Achieve compliance faster.

With more than 20 years of experience and one of the market's most comprehensive asset management solutions, Infor™ helps hundreds of healthcare organizations like yours get the most out of their medical equipment and facilities.

Developed specifically for your industry by a team of experienced hospital engineers, Infor EAM Healthcare Edition contains modules explicitly configured for hospital facilities, and biomedical engineering and maintenance departments. It includes asset management, work management, and project management tools to help your organization operate more efficiently and effectively. Whether your facility is local or international in scope, a small 40-bed community hospital, or one of the largest 100+ bed hospital systems, this solution's enterprise capability can meet your needs. In short, Infor EAM Healthcare Edition helps to reduce costs and increase accountability in a highly regulated and volatile industry through:

- **Regulatory compliance**—Compliance tracking and trending reports for The Joint Commission and asset tracking keep your organization audit-ready thanks to advanced reporting capabilities.
- **Risk management**—Key performance indicators (KPIs) and real-time performance monitoring proactively identify potential problems with high-risk equipment. The risk assessment tool helps you determine if an asset is to be included in your Medical Equipment Management or Utility System Management Programs and complies with The Joint Commission.
- **Equipment reliability**—Scheduled maintenance, predictive maintenance, and accurate warranty and repair records ensure the accuracy and reliability of your life-saving equipment.

- **Energy management**—Incorporating the consumption, costs, and environmental impact of natural resources—water, air, gas, electricity, and steam—into your asset management strategy reduces your costs and ensures compliance.

Infor EAM Healthcare Edition 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.

Specialized for your industry.

Infor EAM Healthcare Edition is an advanced asset management system that combines best-in-class asset management modules, unique features for improving operations and performance, and advanced modules to ensure the best possible fit for your asset management needs.

As a web-architected system, Infor EAM Healthcare Edition allows you to access the functions through a standard Internet browser, anywhere and anytime. It is also available as a hosted solution and can be deployed in a software as a service (SaaS) model, allowing you to significantly reduce your total cost of ownership and better manage your cash flow.

Key capabilities include:

- **Regulatory compliance**—To meet guidelines set by The Joint Commission, Occupational Safety and Health Administration, and other key regulatory agencies—including TJC, (EC, EM, LS), CMS, NFPA 101 (LSC), NFPA 99, OSHA, and FDA—Infor EAM Healthcare Edition provides your healthcare organization with enhanced compliance tracking features and comprehensive tools for performing maintenance. You'll also find it helpful in documenting the work and history associated with a piece of equipment, and in developing maintenance strategies.
- **Equipment management**—With Infor EAM Healthcare Edition, 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 Healthcare Edition 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 Healthcare Edition 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.
- **Mobility**—Infor EAM Mobile extends the value of Infor EAM Healthcare Edition for field service workers as well as the managers, clerks, and schedulers who are connected directly to the solution. EAM Mobile expedites service throughout your facility on mobile devices such as iPads and smartphones, to speed service. Personnel can move from room to room or site to site and still access and record maintenance information, conduct inspections, and track inventory.
- **Energy efficiency**—Infor EAM Healthcare Edition continually monitors energy consumption at the asset level, and proactively alerts your workforce of performance anomalies to ensure action is taken at the optimal time. 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.

You get important features, like:

- **Prepopulated lists**—Get started quickly with prepopulated lists specific to your healthcare facility or biomedical engineering operation. The lists include closing codes, user groups, and users and ownership type, and can be modified at any time.
- **Incident tracking**—Track and trend incidents involving patients, visitors, property, and include other criteria to maintain compliance with TJC.
- **Inspection management**—Document and protect inspection procedures on each piece of equipment and initiate inspections based on time, equipment performance, or previous work. You can also perform group inspections of assets through the Campaign feature for dealing with recalls, safety alerts, zone maintenance, and building maintenance programs (BMP).
- **Recall management**—Manage device recalls received from agencies like the FDA and ECRI.
- **JCAHO compliance**—Plan for improvement referencing and tracking on construction projects for JCAHO compliance. Infor10 EAM Healthcare Edition also allows you to track JCAHO work orders relating to Statement of Conditions, (SOC), Plan for Improvement (PFI), ILSM, PCRA, Infection Control Risk Assessment, and building maintenance programs.
- **Failure mode and effects analysis (FMEA)**—Perform FMEA for work orders using closing codes with preloaded list codes for facilities and biomedical engineering.
- **Preconfigured pre-set list view filters tailored to healthcare environment**—Get easy access to all the information that matters. In one click you can view the maintenance state for certain types of equipment. You don't need to compile a report.
- **Asset tracking**—Keep all information about assets—from heart monitors to electrical beds to generators—in one database for easy retrieval and for input on activities, movements, and maintenance. You can 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 locate mobile equipment, from beds to IV pumps.

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

- **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.
- **KPIs**—Monitor 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.
- **Outsourced maintenance services**—Record maintenance activities, compile equipment histories, and create invoices for services the engineering and maintenance department performs for other organizations. Internal employees can be defined in the employee section with predefined types (contractor, full-time, etc.) and trades (mechanic, electrician, and so on.)
- **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**—Effectively capture and document the carbon footprint of your organization, and enforce stringent work management processes for hazardous material and fugitive emission handling.

Risk management.

Healthcare organizations like yours need their equipment to perform as expected in order to avoid damaging and expensive liability claims. Infor EAM Healthcare Edition 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.

You can design risk assessment and ranking formulas based on criteria such as age of equipment, frequency of use, and sensitivity of functions performed. 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.
- Joint Commission compliance —The risk assessment tool helps determine if an asset is to be included into your Medical Equipment Management or Utility System Management Programs.
- Audit trails—Any time a record is changed, your administration 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.

Increase operating margins.

Infor EAM Healthcare Edition provides the asset management functions you need to improve performance, increase savings, comply with regulations, and provide quality care—all with low total cost of ownership and a rapid ROI.

Developed specifically for your industry, Infor EAM Healthcare Edition delivers a full array of compliance tools to help you manage numerous, and at times conflicting, regulatory compliance standards. The solution also provides prepopulated lists and preinstalled KPIs, as well as reports specifically for the healthcare environment, minimizing the time needed to set up the system.

It offers extensive multi-organization tools, allowing your facility to manage several tasks and departments from one integrated solution. You'll be able to 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 Healthcare Edition 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. This allows you to reduce costs and ensure compliance.



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