

# Connecting day-to-day assets to strategic investments and capital planning

How an asset management solution designed for healthcare can simplify hospital operations



## Giving your facility a clean bill of health

To keep acute hospitals and medical facilities safe, clean, and open, there's a lot going on. While physicians look out for the well-being of individuals, it's up to maintenance and operations (M&O) professionals to ensure that the spaces designed to heal and treat people are kept in tip-top shape.

From individual work orders, assets, and compliance tasks to preventive maintenance, inventory, and security rounds, the task lists are long, while the nuances of the jobs are complex. In short, it's not always easy to look after a healthcare facility and keep it running smoothly.

For M&O and finance teams, having the right technology to centralize, view, and analyze all vital operational data can make all the difference — especially for acute care facilities. Asset management solutions designed specifically for the healthcare industry can give operational and financial professionals the tools necessary to proactively optimize operations for successful care or treatment of patients.

To help illuminate how modern solutions like Brightly's strategic asset management solution for healthcare, including [Brightly TheWorxHub™](#) and [Brightly Origin™](#), can help leaders and their teams use data to promote the health and safety of patients and staff while maximizing operational activities, we've gathered the top questions you should ask when choosing a healthcare-specific asset management solution, including:



**Does it simplify compliance?**



**Is it easy to use, including on the go?**



**Does it improve your short- and long-term decision-making capabilities?**



I.

## Does your asset management solution simplify compliance?

Adhering to regulations is complex. Arguably, the most important capability you need to be built into your healthcare asset management solution? Compliance.

### Spilling the tea behind compliance challenges

For healthcare buildings and campuses, compliance challenges revolve around regulatory complexity, data security, and resource allocation. Managing a wide array of assets from medical equipment to facilities requires navigating a complex web of healthcare and safety regulations including data security regulations like HIPAA — while facilitating maintenance and inspections — all while often doing it all with limited human resources.

### What's up, doc(umentation and reporting)?

One reason your asset management solution should have compliance capabilities built in? Medical facilities must maintain detailed records of maintenance activities, inspections, and asset history to meet regulatory requirements. On top of that, allocating resources effectively to maintain assets while meeting compliance standards is crucial to avoid legal and financial liabilities.

Compliance documentation can be quite a chore, and it often falls on one individual to spend hours (if it isn't their entire job) sorting through documents and ensuring that everything is collated, centralized, and updated for their compliance inspection. The right technology should help streamline your process and centralize all your data and information in one place, so you're never worried about failing an inspection.

Location	
Location	Enterprise
Building	Womack
Floor	01
Room	N/A
Zone	Tower
Category	
Class	Facility
Type	Air Handling Unit (AHU)
Tier	1
Group	Air Handling
Subgroup	Air Handling Units
Trade	HVAC
Specialty	Mechanical
Compliance	No

Quarterly PM hrs	1.01
Semi-Annual PM hrs	1.52
Annual PM hrs	3.04
PM PM Frequency (days/year)	10.13
Costs	
Asset Cost	\$245,928
Asset Project Costs	\$382,910
Asset Contingency	\$94,326
Asset Fees	\$123,942
Asset Regional Value	\$62,884
Asset Replacement Cost	\$919,990
Risk	
Asset Detail	Location Not Identified
Maint. Requirement	3 - Average
Redundancy	3 - Redundancy available - all hrs
Risk Application	3 - Disruption of Comfort
Utility Classification	6 - Environmental Support
Total Risk Score	15

### Add ch-ch-ch-ch-changes in regulations to the mix

With healthcare, evolving regulations add further layers of complexity. You need a solution that can adapt (read: seamlessly in the background) to changing compliance requirements. Ultimately, having the right solution will play a critical role in helping healthcare facilities manage assets while staying compliant with the intricate regulatory landscape they face.

But not all asset management tools have compliance built in as a feature. Or, if they do, the interface can be less user-friendly than is desirable (we'll touch on that later).

### The Brightly side to compliance starts with built-in capabilities

In healthcare, regulatory agencies require critical equipment to be current on inspection to reduce and eliminate failure. Although it's not a requirement to have industry-specific software to report compliance, implementing a solution with built-in compliance capabilities can make tracking the dates and times inspections get completed across countless assets and facilities significantly easier.

With [Brightly's TheWorxHub](#), compliance and environment of care rounding is simplified, via:

- Compliance dashboard highlighting compliance-related work orders that need focus
- Up-to-date compliance codes for the DNV and The Joint Commission
- Pre-built risk assessment frameworks to track riskiest assets
- Automatically generated work orders and deficiency notifications
- Built-in templates for rounding inspections and corrective actions



### **Compliance and efficiency achieved with Brightly at Martha's Vineyard Hospital**

When the famous island's largest healthcare provider that offers emergency services, outpatient, operating room, and acute care from their 25-bed critical access hospital, needed a solution that could help its M&O teams manage maintenance tasks, work orders, and preventive maintenance — and the regulatory environment within healthcare — it turned to Brightly.

[Read full story](#) of how Brightly helped Martha's Vineyard Hospital deliver better customer service, track their work and savings, and achieve a safer operation.



### **Compliance at scale — that's user-friendly, too — for Hartford HealthCare**

When Hartford HealthCare needed a software program that would guarantee compliance with regulations that could be easily scaled for use at a growing number of facilities, among users with varying levels of technology expertise, they selected Brightly's TheWorxHub.

[Read the full story](#) of how Hartford HealthCare upped their compliance game with Brightly to win recognition from The Joint Commission.



### **Overall operational improvements and visibility for Aspirus Wausau Hospital**

As the largest of eight hospitals in a system with a maintenance department that managed 1.2 million square feet of facilities and clinics, Aspirus Wausau hospital needed an asset management solution that added visibility and organization into the daily workflow. Wanting software that caters to the healthcare environment (hello, compliance), they turned to Brightly.

[Read the full story](#) of how Brightly helped Aspirus Wausau Hospital get better organized and more proactive for its compliance activities.



It was just a no-brainer to switch over to TheWorxHub, a product that was built for healthcare...[it] takes the many layers of your hospital operation and combines them into one really easy-to-use feature.

**Braden Witt**

Lead Mechanic, Martha's Vineyard Hospital

Some programs are so plug-and-play that they don't allow for any customizing. [However,] TheWorxHub is intuitive and also offers the ability to change things in order to suit our needs. I believe it has the best balance between adaptability and user-friendliness.

**Gregory Rich**

Facilities Manager, Hartford HealthCare

We wanted to go with a product that was designed for our type of environment. As we've started to utilize TheWorxHub, we're seeing that it really is tailored toward hospitals. Now with TheWorxHub, we can bring into it a lot more of the compliance issues that we have as a healthcare facility. After using it, you can see how it really helps to keep you organized and on track to be compliant.

**Jason Kohlbech**

Director of Facilities and Clinics at Aspirus Wausau Hospital

## II.

### Does your solution enhance on-the-go mobility?

Your M&O teams have a lot on their plate — the right asset management solution will make their jobs easier, and not get in the way of completing projects and tasks.

#### The minutiae of an operations professional's day-to-day

Work orders, compliance and maintenance tasks, and inspections, oh my! Your M&O departments are literally covering a lot of ground. If each day is dictated by whiteboards and clipboards, your team might be overusing one of your most valuable resources — time.

#### Is paper slowing you down?

If your centralized hub is a physical office with everything tracked on spreadsheets or paper, your technicians waste precious daylight trekking back and forth between issue and home base or sifting through paper requests, inspection reports, and other analog administrative components. A cloud-based asset management solution can digitize all those details, so your teams have exactly what they need to accomplish tasks while out and about.

And as a bonus, trading paper for the right solution can even increase accountability, just like how Brightly helped [Bonner General Health](#) in Sandpoint, Idaho.

#### Your solution should roll with changes

Across the board the healthcare industry faces staffing issues; M&O staff training and turnover challenges are just one further layer of complexity to consider. You need a solution that can adapt to changing compliance requirements while ensuring staff onboarding and proficiency.



It's making sure that all of our people are doing what they're supposed to and adding that accountability. That goes all the way up to purchasing and capital expenditures and all the way down to our end users working on the work order that they say they are. We're now tracking what work orders are being done, making sure there is follow-through and that the quality is there.

**Curtis Johnson**

Maintenance Lead, Bonner General Health



## Communication is an essential operational component

When it comes to maintenance tasks at your hospital or healthcare facility, communication might not be the first thing that comes to mind. However, when you have limited M&O team members available to complete projects, they need a tool that makes it easier to track activities and divvy up workloads. An asset management solution with a mobile app can help operational departments efficiently cover more — even when your reality is fewer labor resources.

## All solutions are not created equal

With today's technology, many solutions offer a mobile app. But ... many mobile apps are not easy to use, feature-rich, or have the necessary full desktop capability your technicians need, which can result in lowered adoption rates. Your teams need tools, including your asset management solution, that are straightforward to use and simplify complex processes.

## A Brightly way to on-the-go operations

At Brightly, we help hospitals streamline operations with our powerful, cloud-based facility management software. Using a solution like [TheWorxHub](#) helps teams increase productivity and empowers M&O teams by enabling access to crucial information from anywhere.

TheWorxHub can simplify operations by enabling your hospital to:



**Increase maintenance productivity and efficiency**



**Record accurate labor time requirements**



**Automatically update service requests and inspection requirements**



**Create, edit, prioritize and complete work orders from any mobile device**



## Facilities productivity boosted with Brightly for Quorum Health

When Quorum Health wanted a system that would also manage facilities maintenance work orders and other tasks, get technicians “away from their desks,” and perform on modern web interfaces, they turned to Brightly. Now its technicians —including less tech-savvy ones — can confidently conduct all their business in the field from a mobile device, including entering work orders, monitoring progress, and viewing needs across the facility.

[Read the full story](#) of how Brightly helped the rural health system leverage in-the-field technology to improve operations.



Our technicians fell in love with the mobile app, and they've been pleased with the results. The feedback we've received so far has been wonderful ... If a technician completes a work order in the ICU, they can now look at their smartphone before they leave and if another work order for the ICU has been submitted, they can handle it while they're already there. Before, they would have to walk all the way back to the shop before they'd realize they had to go back to the ICU. We're getting more work done in a shorter time period.

**Eddie Brannon**  
Biomedical Program Manager, Quorum Health



### III.

## Does it improve your short- and long-term decision-making capabilities?

Hospitals and other acute care facilities are full of machines, people, and other factors that are all connected through one common thread — data.

**Pro tip:** Solutions like Brightly Origin give decision-makers the strategic planning insights they need to help make sense of all the available information to make the best possible choices for the medical ecosystems under their watch.



### A quality solution designed for healthcare is a game-changer

Sure, there are plenty of asset management solutions available on the market, but not all of them were created specifically for the nuances of the healthcare industry. From compliance codes already built in to support that understands the urgency attached to your support tickets, it's well worth your while to ensure that the technology you choose is made to capture the kind of data you need for smarter and more efficient operations.

### Can it work off the shelf?

It's a common story: your hospital needs an asset management system that was implemented yesterday. For many leaders, there aren't a ton of resources available to spend molding whatever option is available into the solution you want it to be. You need something that can combine mobility, centralization, compliance tools, and robust reporting in one cloud-based platform — and is ready to implement now, not multiple months or years later.

### Dashboards should help simplify complex data at a glance

Whether you want to automate reports for insights that you can take back to the board or need to quickly assess your high-risk assets or projects, as a decision maker, you need an asset management solution with dashboards that can be customized to the views you need to do your job.

For Bonner Health, having the right operations insights meant gaining the capability to make better purchases for the whole hospital:



It doesn't just help our department; it helps the hospital know how to spend money more efficiently.

**Curtis Johnson**

Maintenance Lead, Bonner General Health

### Want to make sense of your data? Try Brightly

Leaders who want to stay organized, streamline operations, and reduce costs trust Brightly's cloud-based [healthcare software](#) for their acute healthcare facilities. Instead of disjointed programs or platforms, we combine asset management, compliance, and safety rounding all into simple-to-use solutions that make it easy to capture, store, and centralize your data — and use it, too.

### Maximize budgets by understanding the true health of your assets

If you're looking to take control of your asset health and capital projects, or simply need help communicating the value of [investing in aging equipment and assets](#), Brightly Origin can provide data-driven insights into facilities, assets, and resources to help you determine where — and when — you should focus funds.

### Superpower your short-term decisioning...

Use your data to understand what's going on behind the scenes — and behind your assets. Brightly Origin helps you understand the true cost of deferring your maintenance is to minimize downtime, safety risk, asset failure, and servicing — allowing your facility to operate at peak performance.

### ...while tracking toward your long-term goals

Take your planning one step further. Align stakeholders and departments on capital projects to secure and justify future investments — and give facilities teams a seat at the table. Brightly Origin's powerful capital planning capabilities include budgeting scenarios to help plan, secure, and justify the budgets you need for future investments to ensure that facilities operators and financial leaders are “speaking the same language.”

With Brightly Origin, facilities managers and hospital administrators can:



Access real-time data on the health of assets



Understand the true cost of deferred maintenance



Accurately prioritize repairs and inspections to help manage risk



Use data to confidently invest money in the right places – at the right time

When you have the right tools to shift from reactive to strategic asset management, it's easier to build smarter budgets now that set you up for long-term success. By being able to predict long-term asset health, you can better care for the equipment you have on hand while planning for new investments that will push your hospital forward.



### Optimized facilities management AND capital planning for Banner Health

When an Arizona-based hospital system needed a solution that could offer visibility while automating the ongoing maintenance of its more than 400 buildings and provide detailed reporting to help in prioritizing capital projects, it chose Brightly Origin.

[Read the full story](#) of how Brightly helped Banner Health trade spreadsheets for a modern solution to “marry operations needs with strategic needs” with Origin.



I was most interested because Origin connects with our CMMS to understand the assets we're maintaining and project their end of life. That was a key differentiator. The decision to go with Origin was easy. [Now,] We're able to easily generate all the data needed, eliminating the need to hire a building assessor. We can provide investors with information on any specific buildings, types of assets or condition of buildings.

**Phil Dague**  
Executive Director, Facilities and Operations at  
Banner Health



## Get a healthy dose of operational data with Brightly

Next to the doctors who treat the patients, operations professionals are the key to keeping the ecosystem that is an acute hospital functional. And just like you wouldn't give a surgeon a faulty scalpel to do their job, you don't want to give your M&O teams the wrong tools to do theirs.

At Brightly, we've worked alongside nearly a thousand healthcare facilities — that's why we understand how valuable it is to have what you need built directly into the technology you use. Compliance is tricky but you can use software created with the necessary capabilities to simplify even the most complex of scenarios.

Our healthcare software solution can efficiently manage everything that your operational and financial teams encounter from work orders, preventive maintenance, and compliance tasks to budget building, scenario planning, and long-term capital prioritization. Our solutions help our customers:



**Cut costs with smarter maintenance that prolongs asset life to reduce maintenance costs**



**Build smarter budgets with ease using data and built-in reports**



**Proactively remain compliant with user-friendly tools, including mobile**



**Enable facility teams to have a "seat at the table" with finance to plan for strategic asset investments**



**Improve communication throughout their organizations while optimizing operations**

Are you ready for an all-in-one solution that enables your facilities and finance teams to manage and connect your day-to-day asset operations to strategic investment and capital planning?

[Schedule a call with an expert today →](#)

## About Brightly Software

Brightly, a Siemens company, enables organizations to transform the performance of their assets. Brightly is the global leader in intelligent asset management solutions. Brightly's sophisticated cloud-based platform leverages more than 20 years of data to deliver predictive insights that help users through the key phases of the entire asset lifecycle. More than 12,000 customers of every size worldwide depend on Brightly's complete suite of intuitive software—including CMMS, EAM, Strategic Asset Management, IoT Remote Monitoring, Sustainability and Community Engagement. Paired with award-winning training, support and consulting services, Brightly helps light the way to a bright future with smarter assets and sustainable communities. For more information, visit [www.brightlysoftware.com](http://www.brightlysoftware.com).

