



## Summary

Company  
Philhaven

Industry  
Behavioral healthcare

### Challenge

- Cumbersome reporting system makes government compliance difficult
- Lack of historical reporting blocks department's move to preventive maintenance model

### Solution

- Adopt facility management software to automate work order and reporting processes

### Results

- CMMS simplifies every step of work order opening, closing out, and tracking
- Automated reports make government compliance faster, less stressful



# Complete Compliance

## About

Philhaven provides mental health support at locations across South Central Pennsylvania, including a 103-bed hospital, two residential homes, and 11 centers for outpatient and day programs. Philhaven is dedicated to the mental health and resilience of its clients.

## Challenge

Healthcare facilities with government contracts face specific compliance challenges. They need to keep complete records of all work orders, which are then compiled into reports for state and federal authorities. It's a complex process, and every stumble puts their hard-won contracts at risk.

Philhaven started off with paper and pen for work orders, with some tracking and planning done on spreadsheets. But the department quickly outgrew these methods, leaving them stuck with a system that was slow and cumbersome.

"To effectively and efficiently manage maintenance operations in our facilities and demonstrate compliance with governing authorities, we needed a nimbler maintenance management system to record and report the status of tasks," explains the company's director of facilities, Jim Ipsen.

Not only was the old system frustrating, but it was also holding the company back. The maintenance department wanted to move past on-demand repairs to the more proactive preventative maintenance model, but the disjointed processes made that difficult. Without an easy way to look for trends in past work orders, it can be challenging to set up preventative maintenance schedules.

## Solution

Philhaven started its search for a CMMS by looking at providers' websites. Based on a comparison of features and prices, they decided Hippo best met the specific needs of their industry.

### Work orders: complete and up to date

The maintenance department appreciates the seamless integration of all the real-time information they need to close out work orders efficiently. At every step, the CMMS automates a lot of the processes, making getting information into and out of the system painless. Ipsen likes "Hippo's ability to simplify communication between all parties involved in the creation, execution, and processing of work orders."

He also likes the "ability of the service to provide extensive work order history with almost unlimited parameters." The benefits are twofold. Managers can generate reports quickly and technicians can get a better sense of how to approach repairs by looking at an asset's work order history.

### Advanced Dashboard: X marks the spot

Large facilities can be mazes of assets, making it hard to open work orders with an accurate location for a needed repair. Even when the work order has the right information, it can be challenging for new staff to know where to go. Ipsen likes how the Advanced Dashboard's interactive floor plans help technicians find asset locations at a glance, cutting down on the time between a work order being opened and closed out.



Hippo's ability to simplify communication between all parties involved in the creation, execution, and processing of work orders.

JIM IPSEN,  
Director of Facilities,  
Philhaven



## Results

Ipsen says there's been a noticeable increase in efficiency. Everything has become a lot simpler for the maintenance department because the CMMS does all the heavy lifting when it comes to organizing work orders and keeping information up to date.

He's especially happy with how Hippo meets the specific needs of his industry.

"Healthcare organizations in particular will find Hippo's ability to record progress toward work order resolution exceedingly useful during surveys by government authorities concerned with the quality of the physical environment," Ipsen explains



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