

Royal Liverpool University Hospital



Background

The Royal Liverpool University Hospital (RLUH) opened in 1978 and replaced several small city hospitals, some of which had been established for over 150 years. The hospital is located near the city centre and has the main Accident and Emergency Department. Within the last two years the Accident and Emergency Department has undergone major development and refurbishment and is now the largest of its kind in the country.

Challenge

As in many hospitals, the improvement in services and the expansion of the hospital facilities brought its own problems. In particular, the fact that the hospital is based on two sites and the Facilities are managed inhouse on one site and by an external contractor Lorne Stewart at the other. The latter, in turn, reports to Aquamen. With this level of contracting it was vital that to be able to monitor and control the work carried out by each party in an accurate and timely manner.

Solution

It was decided that the only way to integrate the two manual systems was to introduce a comprehensive Computer Aided Facilities Management system. Both contractors and internal maintenance staff were involved in the selection, however FSI and ConceptTM were seen by all parties to be the perfect solution in offering the ideal blend of technical capability and application knowledge.

Key to the implementation was the sophisticated Contract Manager System, which enables contractors and on-site facilities managers to enter the system, whenever necessary, to track the performance of each engineer carrying out their allocated task. Using modules including Planned Preventative Maintenance, call logging, contracts manager, resource and stock/purchasing, the financial and time implications of each job can be calculated prior to task completion. Amendments can then be applied during the task process, if outside conditions require it. Furthermore, the job status can be checked at any time, and managers can keep track of all work occurring simultaneously.

The Royal Liverpool Hospital is highly satisfied with the benefits offered by the ConceptTM system, and the contract management and control has revolutionised the operations methods. This is due, significantly, by the excellent relationship that has developed between the hospital's personnel and FSI consultants.

The hospital is planning to utilise other modules of the ConceptTM system, this gradual implementation process being a key benefit of the system, but constantly ensure that staff undergo regular training in the benefits of the system. FSI are important in this training process, offering a wide range of courses, both in-house and at the client's offices.

The hospital commented that the FSI consultants were true Facilities Management Professionals, not IT specialists, and the focus is always on system-benefits rather than system-features.

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