



Johns Hopkins Tracks its Radiology Equipment Service History with eMaint X3 CMMS

Background

For more than a century, Johns Hopkins Medicine has led the way in medical research, education and innovation. The Radiology department has five engineers in its Physics Engineering division responsible for maintaining over 180 pieces of state-of-the-art Radiology imaging equipment located across multiple buildings at their Baltimore, MD campus. In 2001, the Radiology Department began looking for a maintenance management software package to replace an outdated in-house system designed in the early 1990s.



Challenge

The homegrown software system that the Radiology department had been using for tracking asset maintenance had become obsolete. In 2001, they began their search for a new system with an intuitive interface that offered flexible configurations so they could customize the database and reports to meet their specific needs. Producing on-demand reports of the reported service history of any piece of radiology imaging equipment is vital to Johns Hopkins for both Joint Commission audits as well as life-cycle planning, tracking and negotiating of outside service contracts.

Implementation

Johns Hopkins' Radiology Department implemented [eMaint X3 CMMS](#) in 2003. They immediately began tracking a complete service history (performed by both in-house and outside service engineers) of their equipment. The team is able to generate reports on equipment up-time, service history and response time to ensure that their major vendors are meeting their service commitments and up-time guarantees. Johns Hopkins also uses eMaint X3 to instantly gather the maintenance histories of specific parts or assets. This can help identify recurrent failure items and provide required information when the Joint Commission performs its unannounced accreditation audits.

Results

eMaint X3 has exceeded Johns Hopkins' expectations of a CMMS system. The Radiology department has gained leverage in negotiations with their vendors by tracking all in-house/contracted preventive and corrective maintenance. They also utilize service history and parts and labor cost to help determine if equipment needs to be upgraded or replaced and for verification of service contractors invoices. The X3 database also serves as a rudimentary knowledge base. By performing a simple search on problem and problem resolution fields they can quickly determine possible corrective action and parts needed for a repair based on past work history.

The Radiology Department takes advantage of eMaint X3 software upgrades and the eMaint University learning portal to ensure the highest level of service in keeping with Johns Hopkins mission of providing the most modern, advanced medical equipment available.

Benefits

- Complete service history database for 180+ pieces of state-of-the-art imaging equipment
- Customized reports help lowers cost of contract maintenance
- Instant service record of any part or asset expedites corrective repairs
- Ability to query imaging assets by location and divisions across multiple buildings
- Assist with budgeting process