



ORGANIZATION:

The Living Legacy Foundation

INDUSTRY:

Organ Procurement Organization

CLIENT SPOTLIGHT

Assets Module Customization

Background:

As the organ procurement organization (OPO) for Maryland (with the exception of Montgomery, Prince George's, and Charles Counties), The Living Legacy Foundation (The LLF) facilitates donation and transplantation in area hospitals, provides donor family support, and educates hospitals and the general public about the life-saving power of organ, eye, and tissue donation.

Regulated/Accredited By:

AOPO, AATB, CMS, FDA, and is licensed as a Tissue Bank by the State of Maryland.

The Challenge:

To comply with both regulatory and internal requirements for maintenance of equipment related to organ and tissue recovery and allograft skin processing, The LLF must keep detailed records of all scheduled maintenance, calibration and validation for each independent piece of equipment. Prior to their implementation of the Q-Pulse Assets Module in 2012, The LLF used a largely paper-based system to house maintenance records for over 80 pieces of equipment. The process was cumbersome and time consuming.

"Prior to using the Assets Module, all records were stored in binders, which required combing through hundreds of pages of records and making it virtually impossible to track scheduled maintenance. An Excel spreadsheet was created as an add-on to assist with tracking, but this created duplicate work to maintain both systems, and increased the likelihood of documentation errors" said Gary Holmes, Manager of Processing and Operational Logistics.

The Solution:

Upon examining their existing system and considering the capabilities of Q-Pulse for tracking and maintaining assets, The LLF saw the Asset Module as a solution to the challenges of their paper-based system. The Asset Module allowed The LLF to easily track pertinent equipment information, such as serial numbers and service status. It also provided automated scheduling of routine maintenance and the ability to upload files directly into the system, eliminating the need for paper. Gary and his team saw immediate improvement in efficiency and ease of record keeping, he stated "what was previously a highly person dependent system quickly became a robust process and allowed work to be delegated throughout the Department."





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While the Asset Module provided a significant improvement to the equipment maintenance tracking process, The LLF found that there were some items used in tandem that were harder to track. For example, they must separately track the maintenance and calibration of all cutters and meshers as independent assets, while maintaining records on which cutters and meshers were used together during skin processing. While meshers can be repaired and calibrated and therefore are rarely removed from service, cutters are regularly removed from service and replaced, creating a revolving door of linked equipment that was difficult to track.

The LLF brought their concerns to ECL2 and working closely together, the two parties were able to creatively customize and repurpose existing fields within the module. With these unique customizations in place, The LLF was able to easily track service outcomes, criticality classifications, and identify independent assets which are linked together because of their operational functionality. “The customized Assets Module has not only improved the efficiency of the equipment maintenance process, but has helped tremendously in the auditing process. Instead of searching through hundreds of pages, all records are accessible to auditors and quality personnel at the touch of a button, making audits run faster and smoother than ever before” Gary commented.

Gary concluded “It has always been a positive experience working with ECL2. We appreciate that they come to us and provide us with dedicated time to really make this system work for us.”

For more information on Q-Pulse please visit our website at www.ECL2.com or contact us directly at 469.828.5006 or by email at inquiries@ECL2.com.