

# Maximising medical data usage with IFS Ultimo



| IFS Ultimo

'It is amazing to be able to collect accurate data, but it only becomes really valuable when you do something with it.' This enthusiastic statement comes from Wouter Dejaeghere, Service Head Medical Technology at AZ Delta. It also reveals his drive to gain as much value as possible from systems, such as IFS Ultimo. What the collaboration means for him is explained in this case study.

## A responsible job with many challenges

Wouter is responsible for Biomedical Technology (BMT), as well as Critical Communication within four AZ Delta locations. This concerns some impressive key figures: 20,000 medical instruments and 42,000 technical installations that must be maintained by technical teams. 'In 2013, the system we used for asset management, service tickets and warehouse management, Optim EMS, became obsolete. For us, it was a good time to try to find a new system for departments such as the Technical Service and Biomedical Technology, and to shift to more uniform working methods, reporting and the efficient organisation of preventive maintenance.'

## Selecting IFS Ultimo

There was a selection procedure and two parties remained. 'We chose IFS Ultimo because, among other things, they have a specialised module for medical devices. This primarily concerns the practical organisation of preventive maintenance. For example, the maintenance status of an electro-surgical device has a higher risk level than a blood-pressure kit. Specific parameters can be set for anything that is used or held by a doctor. Another deciding factor was that IFS Ultimo was easy to integrate with AeroScout, a real-time location system (RTLS) for spotting the location of medical equipment and related items.' Wouter also explains that general flexibility played a major role too.

## Working flexibly with data in practice

Being able to work with the data, for example for assessing whether medical devices fulfil increasingly stringent legal requirements, has always been an important starting point. This meant that Wouter needed reporting tools to gain insights into the status of maintenance across four different campuses. 'I decided to acquire more information for myself. In this quest, I received excellent support from IFS Ultimo, with an Advanced Training. This allowed me to create the reports I wanted. It transpired to be the start of a lot more valuable output. Within this training, I also gained access to the back-end of Ultimo, so I could configure flexibly as an Administrator. I can set the screens to my own preferences by dragging important fields from the database so I can review or assess them.'

## About AZ Delta

AZ Delta is a merged hospital combining the former 'H.-Hartziekenhuis Roeselare-Menen vzw' and the 'Stedelijk Ziekenhuis Roeselare'. Since 2018, the Torhout hospital has also been part of AZ Delta.



**azdelta**

Uw ziekenhuis.

## Obtained results

The results mentioned cannot be precisely expressed in cost or time savings, but Wouter says the following:

- **Easy provision of Safety Instruction Cards:** An example of 'data that you really use' is that Safety Instruction Cards can be produced from Ultimo at the request of the Protection & Prevention Department. This type of document is mandatory for medical equipment, but also for managing hazardous or radioactive substances. 'Ultimo ensures that all data in this context is collated in a central location. Then, with one press of a button, you can generate a PDF with the right pictograms, so every user is familiar with the potential hazards,' explains Wouter.
- **Insights into what is held where:** At all locations of AZ Delta, all medical equipment and rooms are equipped with a barcode and number. There is always, therefore, an up-to-date overview of the full medical inventory. This data ensures there is continuity and high availability.
- **Added (service) value for all:** Every employee, cleaner, nurse, doctor, surgeon, or whoever else, can scan the barcode in case of an emergency/issue. There will be an automatic report made to the colleague from the Technical Services or Biomedical Technology. 'Because the work of the hospital carries on at all times, this is a quicker method than asking colleagues to call a service number. Of course, if it is urgent, they can always pick up the phone,' adds Wouter.
- **Improved capacity planning for the long term:** Thousands of medical devices need preventive maintenance every day. The quantity and the necessary service time constitute important data to enable current and future capacity planning.

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'It is precisely because I received such great support from IFS Ultimo when learning about the back-end, that we can work together on projects for other departments, such as the Clinical and Pathology Lab. I can always fall back on extensive expertise.'

Wouter Dejaeghere, Service Head Medical Technology at AZ Delta

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## Future

Finally, we ask Wouter where further gains can be made. He mentions the following: 'External medical parties that carry out service and maintenance often send their service reports via email. An API can be used to link these reports to Ultimo so that tiresome manual entry is no longer necessary and the Biomedical Technology department can further improve on quality. The realisation of improvements is an ongoing process when it comes to data.'



## Find out more

Further information, e-mail [info@ultimo.com](mailto:info@ultimo.com), contact your local IFS Ultimo office or visit our web site, [ultimo.com](http://ultimo.com)

