

Zwanger-Pesiri Radiology Success Story

Zwanger-Pesiri Radiology Streamlines Quality Assurance, Inventory Tracking, and More with FMX

ZWANGER-PESIRI RADIOLOGY

It's definitely helped with our inventory, we had no system for tracking our inventory of parts. That's very important as far I'm concerned because a lot of these parts are very expensive. You end up with a large quantity of expensive parts and to not have a proper inventory of them was making it much more difficult to manage.

- BRADY DOUGLASS,
BIOMEDICAL ENGINEER

COMPANY OVERVIEW:

Since their establishment over 60 years ago, Zwanger-Pesiri has been establishing the gold standard in radiology with an unmatched level of patient-centered care, research, education, and commitment to the community. Their services are offered at 21 locations throughout New York.

CHALLENGES BEFORE FMX:

- The previous system was more IT centered and lacked the equipment, inventory, and work order tracking features needed by the biomedical engineering, QA, and maintenance departments.
- Reports were limited or nonexistent for some departments since they could not enter the necessary data to create the reports they needed in the old system.

BENEFITS:

- **FMX is easy-to-use** with a user interface that is uncluttered and simple to navigate. The calendar page makes it easy for staff to see what is happening in their office for a given time period and bridges the gap between office managers and technologists.
- **Enables technologists to execute daily and weekly QA tests** for all MRI and ultrasound equipment.
- QA test data entered into FMX is **synced with a customized report and shared with physicists** so they can ensure that all equipment is in compliance.
- Tracking inventory in FMX allows staff members to see how much inventory is used by each office, for specific equipment items, and **monitor inventory costs for annual reporting.**
- **FMX is more cost effective** than the other systems that were evaluated.
- **Improves communication with staff** by automating email notifications and keeping everyone in the loop about requests.
- **Tracking average response and resolution times for work orders** gives insight into how long it takes for equipment to be repaired and become functional again.
- **Streamlines the auditing process** by tracking date and timestamped maintenance history for each piece of equipment. Historical maintenance data can be easily shared with auditors electronically which is a big improvement over the old paper-based/binder storage system used previously.

RESULTS:

- **Work order response time has been reduced**, dropping from 3 days to less than one day due to the ability to assign staff members to tickets faster. Automatic email notifications are sent to the assigned staff member so they can take action on the work order quickly.



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