



Hippo CMMS

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Case studies

Philhaven



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CMMS



About the Company

Philhaven is the 14th largest behavioral healthcare organization in the USA with multiple levels of service and 12 locations in southcentral Pennsylvania, including a 103 bed hospital, 2 residential facilities, and 11 locations for outpatient and day-program services. Philhaven is dedicated to the nurture of mental health and resilience of its clients.



Maintenance Management Challenge

“To effectively and efficiently manage maintenance operations in our facilities and demonstrate compliance with governing authorities, we needed a more nimble maintenance management system to record and report the status of tasks,” stated Jim Ipsen, the Director of Facilities for Philhaven. Philhaven was also interested in moving more of their overall effort from on demand services to predictive scheduled maintenance. Prior to the implementation of Hippo CMMS, they had used a paper work order process and Excel spreadsheets. Philhaven soon outgrew these methods, as they eventually proved very cumbersome for everyone involved in the maintenance effort.



The Decision

The decision to consider CMMS software was one facet of Philhaven’s new approach towards lean management principles of its operational strategy. Their selection of Hippo CMMS over others was based primarily upon web research, which appeared to demonstrate that Hippo could provide all the services they needed, and could do so very competitively. Planned maintenance was also dramatically simplified by Hippo’s ability to store data pertaining to equipment and to provide and update it instantly at the point of service. The initial implementation was very smooth and accomplished quickly. Even still, implementation is ongoing as Philhaven continues to recognize additional Hippo features which are useful to them.

“We were particularly drawn to Hippo’s ability to simplify communication between all parties involved in the creation, execution, and processing of work orders; to the anticipated efficiency resulting from the mobile feature; and to the ability of the service to provide extensive work order history with almost unlimited parameters.”

Jim Ipsen, the Director of Facilities for Philhaven.



The Solution

"Our experience with Hippo CMMS has been excellent. Although I cannot provide discreet measures, it is obvious that its use here has improved our ability to manage well and has made us much more efficient." Jim said. The quality of Philhaven's facilities has improved and their staff has appreciated the real-time availability of maintenance information and updated work order status. "Our maintenance workers have found Hippo provides a dramatic simplification of their activity and that it is very simple to operate." Jim goes on to mention that Hippo's Advanced Dashboard interface has been particularly helpful in identifying the locations where services are needed. Jim and his team have seen great success since implementing Hippo CMMS.

"Anyone seeking CMMS software should seriously consider Hippo CMMS. Healthcare organizations in particular will find Hippo's ability to record progress toward work order resolution exceedingly useful during surveys by governing authorities concerned with the quality of the physical environment."

Jim Ipsen, the Director of Facilities for Philhaven.

