



GRAND-PM NEWS

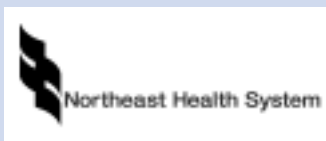
A NEWSLETTER FOR HEALTHCARE FACILITIES MANAGERS

WELCOME TO GRAND-PM

We are happy to welcome a new Grand-PM Customer:

BEVERLY HOSPITAL

Beverly Hospital is a 227-bed facility in Beverly, Massachusetts, that serves the healthcare needs of residents of Beverly and its surrounding communities.



We are happy to welcome a new Grand-PM Customer:

MAYO REGIONAL HOSPITAL

Mayo Regional Hospital is a non-profit, critical access hospital located in Dover-Foxcroft, Maine.



GRAND-PM WEB-BASED WORK REQUEST PROGRAM:

Many hospitals already enjoy benefits of the GRAND-PM™ Web-based Work Request Program released during the summer of 2004. The main goal of this program is to allow anybody in the organization to submit work requests electronically, using company Intranet.

Initial page of the program provides fields where a requester enters his/her name, telephone number, email address, location of the job and description of the problem or work request. Once the requester clicks on the Submit button, the information electronically goes to the GRAND-PM database creating a new work order. Immediately upon receiving a work order request, GRAND-PM sends an email message to the requester acknowledging the receipt of the work request and the work order number. The email message sent to the requester also contains a URL (link) to the page for the newly created work order. Therefore, at any time later, the requester can click on this link and check the status of the submitted work order.

The Web-based Work Request program provides many benefits, such as:

- No need for paper requisition to be completed and mailed
- No more "pink" copies to be kept for reference
- No need to manually creating emails confirming receipt of requests

- No need for telephone calls to find the status of the work request

When the work order is completed (closed), an email message is automatically sent to the work requester to notify them that the work has been completed.

The Web-based Work Request program is a great tool to reduce the workload of the maintenance/engineering staff and improve customer relations by maintaining efficient workflow.

GRAND-PM DIRECT PAGER: The Perfect Rx for Fast Response Times!

In the world of healthcare, everyone is accustomed to the importance of quick response. Most of the time, we think of that in the context of life-and-death medical treatment. Yet, in the maintenance departments of hospitals, fast re-sponse times are also critically in demand.

GRAND-PM software has a feature that addresses this critical need — an enhanced employee paging system. The feature saves the time required to dial a phone number, wait for a return call, and then the additional time to explain the nature of the service request.

Now, dispatchers and other hospital personnel can send work order messages directly to employee pagers. Suddenly, the "down time" of waiting for messages to be retrieved and answered via traditional voice mail, e-mail or faxed transmissions is becoming less of a problem

WELCOME TO GRAND-PM

*We are happy to
welcome two new
Grand-PM Customers:*

HEALTHSOUTH TINTON FALLS

Tinton Falls, New Jersey

and

HEALTHSOUTH REHABILITATION HOSPITAL OF TOM'S RIVER

Toms River, New Jersey

HEALTHSOUTH

DIRECT PAGER:

Fast Pager Response...continued

for those whose job it is to assign work orders.

A dispatcher at one of the major hospitals in Massachusetts uses this GRAND-PM feature anywhere between 5 and 20 times a day, on average. "Although we've used GRAND-PM software for a number of years, the new paging system was recently installed. It saves time and steps."

He notes, "All we need to do is to click on the box that says 'page' in our 'work order' field. The personnel

file contains the individual's beeper, and it goes right to the individual who has been assigned the task. The job description comes right up on that person's beeper."

He also notes, "We exercise discretion in what we page out to a worker. If it can wait, we will go through traditional channels. But for the critical jobs, this is a great program."

Says Dmitry Litvak, an architect of the GRAND-PM software program, "This is an especially useful feature for facilities with maintenance personnel in remote locations.