

“With its [Projectmates’] comprehensive budgeting and scheduling module, the director of facilities has been able to efficiently make executive reports that are comprehensive and provide a great snap shot of the project's progress.”

– Matt Macioge, Consultant for the Reading Hospital

The Reading Hospital and Medical Center

Reading, Penn.

The Challenge: Going Green in a Paper-Intensive Process

The Reading Hospital and Medical Center is a not-for-profit healthcare center with county-wide facilities. This includes its West Reading location in Berks County, which alone consists of 22 buildings on 36 acres. Additional facilities are located throughout the county and include sixteen laboratory satellites,

nine radiology locations, two outpatient primary care facilities, two occupational health facilities, and two full-service hospitals, Exeter Medical Center, and The Reading Hospital at Spring Ridge.

Established in 1867, The Reading Hospital and Medical Center currently admits nearly 32,000 patients and provides more than 3 million outpatient services annually. The Reading Hospital and Medical Center has 40 - 60 capital projects each year, ranging in cost from several thousand to multi-year, multimillion dollar projects. According to Dave Major, Senior



Arial view of The Reading Hospital and Medical Center, West Reading, Penn.

Industry:

Healthcare Facility

Challenges:

Reducing paperwork in a very paper-intensive process

Enabling a 'greener' building process

Unified communications

“I basically just took a two-week timeframe and within 24 hours have negated combinations of paperwork and tracking senior vice presidents down to get their signature on the bottom line so that I could award a \$25 million contract.”

— Dave Major, Senior Project Manager, The Reading Hospital and Medical Center

Project Manager of the Reading Hospital and Medical Center, “Those projects don’t only consist of the construction part. It has the designs, it has furniture, medical equipment, and it encompasses the entire scale of the project.” So, for this team, the challenge of ‘going green’ by reducing paperwork in a very paper-intensive process is a significant task.



The Reading Hospital, West Reading, Penn.

The Solution: Conversion to Paperless Construction Management

The Reading Hospital and Medical Center switched their construction management process in 2002 from the traditional print, fax or email process to a completely automated process with Projectmates. We asked Dave if he could talk about the noticeable changes that have occurred since its implementation.

“You will never get a construction process to be completely paperless, but it does allow us to do so within our system,” he says. Dave then asks to give an example by walking us through the process he must undergo in order to place someone under contract. “I go out to bid. I do all my bidding within Projectmates...my drawing, my specifications, my criteria...it’s all built into the bidding module in Projectmates.

“The contractor then bids through Projectmates [including attachments and everything else]. We then go into the system, look at those bidders

Solution:

An automated and versatile Document Management system allows The Reading Hospital to centralize all project communications from RFI’s and change orders to biddings, drawings, and designs

Why Projectmates:

- Automated Processes
- Cost Control
- Ease of Implementation
- Ease of Use



“The turn around on meeting minutes, RFIs, COs, and in general all communication has been improved. The program has changed the potential conflict between Owner, Design team, Contractor caused by miscommunication or partial information to a transparent process where all parties are in the know.”

— Matt Macioge, Consultant for the Reading Hospital

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and decide to whom we want to work with in accounts payable, award that work. purchasing, fiscal, and there are two others involved, and I send it to

“In the traditional system I would then have to package that up, send it to the administration in association with it, get approval, and they would send it back to me. I would then put a contract package together to send to purchasing for them to cut the purchase order and contract, which would then get sent back to me.”

And how has this process helped the Reading Hospital and Medical Center come closer to achieving its

sustainability goals? “Now we take care of all of that within Projectmates,” answers Dave. “I put all of the bidding information out. The contractor sends [their bid] to Projectmates. I just push a button to say, ‘Here is the contractor I want.’ I take the people I

“Then I get an email back telling me the associated purchase order number, and the contract is sent out directly from Projectmates. So, I basically just took a two-week timeframe and within 24 hours have negated combinations of paperwork and tracking senior vice presidents down to get their signature on the bottom line so that I could award a \$25 million contract.”



New Patient Care Center, West Reading, Penn.

So, not only is the Reading Hospital and Medical Center cutting back significantly on its paperwork, and thus, achieving its sustainability goals, it is noticing significant savings on time and effort as well. ◀

Key Features:

- Bidding
- Budget Tracking
- Contracts & Change Orders
- Invoices/Pay Apps
- Discussion Forums
- Document Management
- Meeting Minutes

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