



# DELIVERING RELIABILITY THROUGH 100 PERCENT COMMITMENT

A leading Canadian healthcare provider, Trillium Health Partners (THP) serves thousands daily at three main hospital sites in the Greater Toronto Area. In addition to community-based, specialized programs, THP operates one of Canada's busiest emergency departments.

Transporting patients in life-and-death situations, elevators in health care facilities function in a uniquely demanding environment. In that setting, reliable, dependable elevators are essential. To achieve that goal, THP employs a KONE Resident Mechanic.

## NUMBER OF SERVICE CALLS SIGNIFICANTLY REDUCED

Elevators at THP's three main sites are in active use up to 14 hours every day, with some making up as many as 1,700 starts in a 24-hour period. Wheelchairs, medical equipment, patient beds, laundry and supply carts are constantly on the move. Elevator car leveling and door operation are critically important to building operations, safety and patient experience.

To reduce service requests and minimize equipment downtime, THP employs a KONE Resident Mechanic. The mechanic's full-time presence allows for issues to be managed quickly, helping reduce elevator downtime and the number of service calls. To that end, the number of service callbacks at THP is at its lowest level in four years.

Results like those prompted Quinton D'Mello, Director, THP Facility Operations, to recommend KONE to a colleague. "I told him that having a resident mechanic had helped us a lot," he says.

Resident Mechanic Adam Dorman hit the ground running. Before responding to his first service call, he familiarized himself with the layout at each hospital site, got acquainted with key staff and assessed KONE's onsite parts inventory. "He's made it work," D'Mello says. "He's like a member of the THP team."



## THE CHALLENGE:

- Equipment downtime inconsistent with healthcare system's efficiency goals
- Patient and visitor feedback spurs need for reliable, dependable equipment

## KONE SOLUTION:

- Assign Resident Mechanic to serve Trillium Health Partners' three hospital sites
- Introduce value-added services supported by proactive, demonstrable plan
- Install KONE 24/7 Connected Services to identify potential issues before they become problems

## KONE MAINTAINED SOLUTIONS

47 elevators at three main hospital sites

## SERVICES ZERO IN ON PRODUCTIVITY AND EFFICIENCY

Value-added services are another key component of KONE elevator service at THP. For a health care system that prioritizes productivity and efficiency, these tailored services are a perfect fit.

KONE Online, the KONE mobile app, and predictive maintenance help mitigate the cost of service calls. Designed to reduce equipment downtime, KONE 24/7 Connected Services helps reduce faults and provides internal information 24 hours a day. The strength of the KONE Spares parts inventory, sourcing and purchasing programs help maximize equipment availability.

The KONE team closely monitors callbacks, key performance indicators and KONE 24/7 Connected Services data, and regularly reviews that information with THP leaders. "KONE is 100 percent committed to THP, the patients it serves and its staff," D'Mello says. "We see it in the monthly meeting, in the statistical reports they provide, and in fully transparent testing."

## "WORKING TO OUR COMPLETE SATISFACTION"

Reliable, dependable elevators are a critically important component of the hospital infrastructure. At THP, KONE responsiveness – and commitment to exceptional service – ensures that vertical transportation functions smoothly and transparently.

"We have no complaints from patients or staff," D'Mello says. "THP elevator performance has been optimized. Everything is working to our complete satisfaction. We have such a good partnership with KONE."

When things look easy, people don't always realize all that's going on behind the scenes, but it shows in reliability. "We made a commitment and we're living it," says Stephanie Major, KONE Senior Service Sales Consultant. "This is a partnership. THP put a lot of trust into KONE. We can't rest on our laurels. Currently halfway through a service agreement, we look forward to continuing to be of service to THP in the coming years."

## FAST FACTS:

### TRILLIUM HEALTH PARTNERS

- Trillium Health Partners (THP) is one of the largest community-based hospital systems in Canada with more than 1.7 million patient visits per year.
- Comprising Credit Valley Hospital, the Mississauga Hospital and the Queensway Health Centre, THP serves the growing and diverse populations of Mississauga, West Toronto and surrounding communities.
- THP is home to 14 regional programs that provide specialty care. THP is a teaching hospital affiliated with the University of Toronto and is an associate member of the Toronto Academic Health Science Network.