CASE STUDY

Foundation Health Partners upgrades its maintenance approach & secures $3.5 million in funding with TheWorxHub

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BACKGROUND

Until 2023, Foundation Health Partners was using an IT-focused system to manage work orders for IT, facilities, and other departments. To transition from their mostly reactive maintenance repairs to developing a preventative maintenance program, Director of Facility Operations Keith Fehr selected TheWorxHub as their new CMMS in April 2023.

"I've used a number of systems over the years, and was familiar with TheWorxHub from previous jobs," Fehr says. "I've seen the improvements over the years and the focus on continual process improvement, and I thought this system would really help us meet our needs and develop a preventative maintenance program. I wanted a good foundation to build from, and The WorxHub has been that for us."

RESULTS

With the WorxHub, Foundation Health Partners has been able to:

- Provide in-depth reports to educate stakeholders about facility maintenance needs
- Monitor facilities more thoroughly and make findings actionable
- Streamline permits and compliance documents with Compliance Pro
- **Secure $3.5 million** for deferred maintenance projects for 2025

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>
> — **Keith Fehr,** Director of Facility Operations, Foundation Health Partners

FOUNDATION HEALTH PARTNERS

Customer: Foundation Health Partners

Location: Fairbanks, Alaska, United States

Vitals:

Community-owned healthcare facility with:

- 154-bed hospital
- 100-bed long-term care facility
- 104 residential units
- 30 facility operations staff members

Streamlining Permits and Compliance Documents with Compliance Pro

Foundation Health recently implemented Compliance Pro, a new module within TheWorxHub that transforms hospital work orders by digitizing key compliance activities—such as permitting and compliance binders—and seamlessly integrating them into the work order system. "It's everything linked in one system for us. Compliance Pro is very easy to go in and verify and approve," says Fehr. Prior to Compliance Pro, Foundation Health used DocuSign for their permit approvals. In that process, Fehr found the permits would become stalled in someone's inbox, and there was no oversight into who needed to approve the permit to move forward. Now, Fehr can go into Compliance Pro and easily move projects along by identifying where a project is stalled.

Additionally, Fehr noticed a decrease in start time with Compliance Pro as team members can go into the module and easily approve permits. Once it is approved, the system alerts the maintenance worker assigned to the job to begin. Fehr also found efficiencies and better organization with the digital compliance binder feature as it allows the Foundation Health operation and safety team to store consistent and centralized documentation.

Securing Funds for Deferred Maintenance

As Foundation Health Partners continues its transition from a focus on reactive maintenance to a focus on preventative maintenance, Fehr is using data from TheWorxHub to quantify the needs for deferred maintenance and plan for the future. For 2025, he was able to secure $3.5 million for operations and maintenance.

"Some of our equipment is 50 to 60 years old, and we have to continue to upgrade to keep our facilities safe," Fehr says. "These funds will be used to help us move toward achieving items in our 10-year plan."

In addition to using TheWorxHub, Foundation Health Partners is also participating in beta projects like CompliancePro to help Siemens Asset Management Software develop more useful tools.

"This is the first time I've worked with a work order software company in which our work together is really a partnership," Fehr says. "I've told several industry peers if they're not using TheWorxHub, they should consider it."

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