



Optimizing Facility Operations at Fox Chase Cancer Center



Challenge

Despite its reputation for excellence in oncology care, Fox Chase Cancer Center faced a persistent operational hurdle: managing facility maintenance requests. Without a unified system, reporting and tracking issues like equipment failures or room repairs was inefficient and fragmented. The center needed a solution that would simplify issue reporting and improve response coordination.

Solution

Liberty Fox Technologies developed a tailored internal application—a maintenance ticketing portal—designed to simplify and centralize facility issue reporting. This web-based system, accessible only within Fox Chase's internal network, allowed staff (such as nurses or doctors) to log maintenance requests by specifying the room, floor, and building. These tickets were then routed to the maintenance team for assignment and resolution.

The portal was designed to fit seamlessly into Fox Chase's internal environment, ensuring secure and efficient operation without requiring external access.

Technology



Operating Leverage

The new system gave Fox Chase Cancer Center a more accessible and convenient way to manage maintenance tasks. Staff could quickly identify what needed attention, track progress, and close out completed jobs. The portal also retained historical data, allowing teams to reference past maintenance activities and improve planning and accountability.

This streamlined approach empowered Fox Chase to maintain its facilities with greater efficiency, reinforcing LFT's role as a trusted partner in healthcare innovation.

