



AMERICAN COLLEGE OF CLINICAL ENGINEERING

# 2025-2026 Educational Webinar Series

## Optimizing CMMS Workflows

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# About the moderator



**Carlos DeSousa, BS, CBET, CCE**  
**Stanford Medicine Children's Health**  
[Cdesousa@StanfordChildrens.org](mailto:Cdesousa@StanfordChildrens.org)



## Senior Clinical Systems Engineer

**Stanford Medicine Children's Health / Lucile Salter Packard Children's Hospital**

### Career Overview:

- Began career in 2009 as an Entry-Level Equipment Technician at the University of California, San Francisco.
- Extensive background in:
  - **Healthcare Technology Management (HTM):** Equipment Acquisition, Installation and Implementation, Maintenance and Repair, Safety and Compliance, User Training and Support, Equipment Life Cycle Management, Request for Proposals, and Construction projects.
  - **Clinical System Implementations:** Including infusion/pharmacy technology, pre/intra-operative technologies, bedside monitoring, ECG diagnostics, and research.
  - **Key Projects:** Leading the expansion of the new hospital wing for inpatient and Perioperative areas, deploying clinic equipment, managing multiple Clinical Applications upgrades, and implementing Bedside Alarm Mitigation strategies.
  - **Medical Device Cybersecurity:** Integral in shaping the cybersecurity program at LPCH.

### Education:

Bachelor's Degree in Biomedical Engineering (2009) DeVry University, Fremont Campus

### Certifications:

- Certified Biomedical Equipment Technician (CBET)
- Certified Clinical Engineer (CCE)

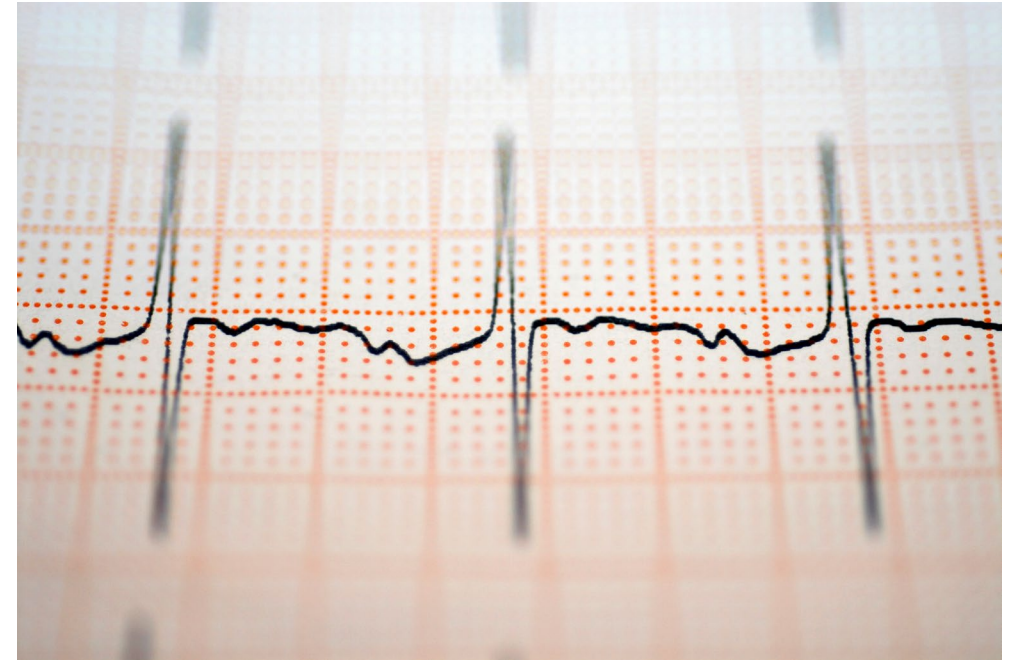
### Personal Interests:

- Enjoys traveling with family.
- Pursuing a lifelong passion for obtaining a black belt in Brazilian Jiu-Jitsu.

# Logistics

## ACCE – 2025-2026 Educational Webinar Series

- All attendees have their microphones muted during the presentation.
- Questions to the panelists must be submitted via the “Q&A” feature in Zoom at any time. They will be addressed at the Q&A portion.
- If there is any urgent issue, please use the “chat” feature to communicate with the host/moderator.
- Please remember to complete the webinar evaluation after attending. A link will be provided at the end.



# Session Description



Explore underutilized CMMS features and why many teams struggle with adoption



Share best practices for inventory data and asset standardization



Discuss processes, education, and governance needed to drive consistent data entry



Examine how structured service history and failure coding support stronger decisions



Address cybersecurity considerations for connected medical devices within CMMS



Review key performance metrics and KPIs to improve efficiency and workload balance



Highlight emerging trends, technologies, and integrations shaping the future of CMMS

# About the Panelist



**Mark Woodruff**

COO / CTO



I have worked for more than 40 years supporting hospital Biomedical Engineering and Healthcare Technology Management programs through the design and operation of CMMS systems. My experience includes consulting and on-site work with approximately 100 hospitals and healthcare organizations across six countries, supporting operational, compliance, and equipment management initiatives.

My work has involved preventive maintenance strategy, AEM evaluation, compliance reporting, contract and downtime analysis, and practical implementation of UDI and GUDID data. I have led the design of underlying SQL data structures supporting thousands of operational and regulatory business rules used in hospital equipment management workflows.

I focus on practical management and operational practices that improve consistency, reduce organizational risk, and allow HTM teams and service organizations to concentrate on maintaining medical equipment rather than managing software or administrative complexity.

# About the Panelist



**Mike Zimmer**

*Director of Customer Solutions*



Mike is the Director of Customer Solutions at FSI Services.

Mike has 10 years of experience in healthcare CMMS. As a long-term technical and strategic point of contact, he partners with hospitals and health systems to align FSI solutions with both strategic and operational goals. He leads both the Customer Success and Solutions Engineering teams at FSI ensuring continuity of expertise from customer evaluation to post implementation.

Prior to joining FSI, Mike had held several senior level solutions consulting positions with a variety of leading technology companies. Eventually, he felt drawn back to the Healthcare industry and in October 2023 made the decision to join FSI.

Mike's primary focus is understanding the outcome that customers are driving towards and designing solutions that assist them in achieving the desired result.

# About the Panelist



**Alan Gresch**

*VP of HTM Consulting  
Phoenix Data Systems*



Proven leader, visionary, and author with 40+ years of Capital Technology Management experience in multi-hospital Health Systems. Long history of building, mentoring, and inspiring high achieving teams with a commitment to excellence, innovation, and results.

Alan Gresch is Vice President of HTM Consulting at Phoenix Data Systems, a leading provider of Healthcare Physical Resource Management Solutions. Prior to joining Phoenix, Alan was Vice President of Healthcare Strategy at Accruent. Prior to Accruent, Alan was Vice President of Capital Technology Management at Alpha Source and before that held similar roles at TriMedx Healthcare Technology Management and Alexian Brothers Health System. Much of Alan's experience and reputation in the industry came from building and leading one of the nation's premier Clinical Engineering programs at Aurora Health Care, a 15-hospital system headquartered in Milwaukee, WI. Alan also recently joined the staff of the College of Biomedical Equipment Technology in San Antonio as an Adjunct Professor to provide a series of Master Classes for HTM Leaders.

Alan has authored and contributed to numerous articles on Leadership and Clinical Engineering management, including "Creating a Cradle-to-Grave Asset Management Program", 2011 winner of BI&T Best Article of the Year. Alan also recently wrote and published the 8th Edition of AAMI's Healthcare Technology Management Manual. He has been the past Chair and is a current member of AAMI's Healthcare Technology Leadership Committee and was a past member of BI&T's Editorial Review Board.

Alan attended Marquette University for Engineering and Supply Chain Management and Capella University for Business Administration.

# About the Panelist



Dustin Smith has spent his entire career in Healthcare operations; facilitating operational success with Intermountain Healthcare, Nuvolo, and Kaiser Permanente.

His focus is on driving operational efficiencies and compliance through the alignment of business processes and systems to ensure quality data capture, efficient workflows, and transparency. He is a Certified Healthcare Technology Manager and holds an MBA from the University of Utah.

**Dustin Smith**

*Director, Project Management  
(HTM/CMMS)*



# About the Panelist



**Jane Boal**

*Regional Manager*

*Strategic Projects, Quality Improvement &  
Change, LM Engineering*



Jane Boal is the Regional Manager of Strategic Projects, Quality Improvement & Change for the Lower Mainland Biomedical Engineering Department in Vancouver. She specializes in supporting Engineers and Technologists by applying a quality improvement lens, structured project methodologies, and effective organizational strategies to advance initiatives and innovations across the region.

With over 15 years of experience across the Lower Mainland Health Authorities, Jane has initiated and collaborated on a wide range of multi-site and provincial projects. She is currently leading the workflow design for the new province-wide Computerized Maintenance Management System (CMMS), helping shape standardized processes that will support biomedical engineering teams across British Columbia.

Jane holds a Bachelor of Business Administration with a concentration in Integrated IT Management Systems and is currently completing her MBA.

# Question 1: Underutilized CMMS Features

- Which advanced CMMS features (e.g., mobile access, analytics dashboards, AI-driven insights) are most underutilized in your experience, and why?



# Question 2: Data Consistency & Standardization

- What strategies have helped maintain consistency in data entry, asset categorization, and maintenance procedures across a diverse CE team?
- What approaches do you recommend ensuring CMMS data is accurate, standardized, and consistently maintained?



# Question 3: Structured Codes & Decision-Making

- Do you use coding and have the ability to extract structured service history actually improved your decisions?



# Question 4: CMMS & Cybersecurity

- How do CMMS platforms help clinical engineering teams manage cybersecurity risks for connected medical devices?



# Question 5: KPIs, Performance & Workload

- How do you measure technician performance and workload using CMMS data? Are there specific KPIs or dashboards you rely on?



# Question 6: Future Trends & Innovations

- What emerging trends, technologies, or integrations do you see as the next frontier for CMMS optimization?



# Any questions?



**Please type your questions  
to the Zoom Q&A window**



# Thank You!

## Stay tuned for May webinar!

ACCE  
AMERICAN COLLEGE OF CLINICAL ENGINEERING

Thursday, May 14, 2026  
12:00 pm - 1:00 pm (EDT)

FREE  
for  
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2025-2026 ACCE Educational Webinar Series

**Competencies for CE / HTM Technical Staff**

Donald Armstrong  
Technical Training Manager  
Renovo Solutions

Jennifer Harrison  
Biomedical Engineer  
Veterans Administration

Mike Krizman  
Founder & CEO  
Skillnet

Roberto Torres, Jr.  
Director, Clinical Technology  
Stanford Children's Medicine Health

What skills are crucial for high-performing CE / HTM teams?  
This webinar discusses about the core competencies, training strategies, and development pathways to build a technically proficient and future-ready team.

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