



CASE STUDY: PRIVATE PRACTICE BURN OUT

OVERVIEW

There are several articles written each day about the effects of the burn out epidemic that is plaguing physicians and nurses. The truth is, the current healthcare systems ask doctors and nurses to do much more than just focus on delivering quality patient care. They are being asked to perform tedious administrative tasks, join committees, go to meetings, and a host of other operational based responsibilities. In some cases, physicians and nurses are asked to take on the added responsibility of managing the medical equipment at the facility. This is especially true in private practices and smaller hospital systems. Managing the equipment, scheduling repairs, and ensuring the appropriate maintenance is a daunting task. It can become extremely frustrating trying to source the right technicians, communicate the necessary equipment information, manage downtime, and document the correct information required for compliance.

IMPROVEMENTS

Patient Care	Scheduling
Productivity	Documentation
Repair Process	Compliance

REPAIR SPEND REDUCTION

20% - 30%

STRESS REDUCTION

✓ 50%

THE CHALLENGE

If you work at an independent practice, doctors are asked to run a business, manage staff, and oversee the general health of the facility. Nurses at these clinics are often asked to do much more administrative tasks, including looking over medical equipment, and in some instances being asked to repair and fix them. Doctors and nurses both have trained many years to hone their skills in understanding the complexities of human health and delivery quality patient care. It's no wonder why if you ask the staff how many medical devices they currently have, the answer is usually 5-10. The fact is they probably have around 50 - 75 devices. If you ask the staff what the regulatory requirements are that surround equipment management, they struggle to provide an answer. And if you asked who they use to service the devices, the standard response is the 'the first person we found' or 'we purchased an OEM agreement'. They are just too busy focusing on patients than looking for alternative solutions to reduce medical equipment spending – even if it means losing money. They don't have time to deal with it, even if they wanted to.

THE SOLUTION

The practice manager easily imports the device data to UptimeController, a cloud based asset management software. UptimeController allows users to track inventory, store digital compliance documentation, monitor the associated costs of repair and maintenance. The software provides reporting at the enterprise and individual facility levels. It allows users to easily request repairs on disabled equipment and communicate directly with service providers regarding work order status.

All local, certified service technicians are stored in UptimeMarket – the first ever, central source of certified technicians. When equipment needs to be repaired, an alert is sent to the practice manager. The manager signs into Uptime Controller and with a click of a button, requests service from the technician marketplace. The manager monitors the work order status. Upon service completion, the technician documents the repair in the system and the history and cost data is captured in the device profile.

The turnkey solution provided by UptimeHealth allows physicians and nurses to reduce the amount of time spent on administrative processes while reducing cost and maintaining compliance.

THE RESULTS

A typical physician practice can expect to save time, save money, and reduce staff burnout by using UptimeController and UptimeMarket. On average, a 20% to 30% reduction in yearly repair and maintenance costs can be expected. In addition to saving money, employee productivity improves, equipment downtime is minimized, and important data is readily available.

"UptimeHealth can help healthcare facilities save time and money; but most importantly, we can help them get back to doing what they do best - provide outstanding patient care."

*- Jinesh Patel
CEO
UptimeHealth*