CASE STUDY:
MEDICAL DEVICE MADNESS

OVERVIEW

Managing a medical facility is not easy. The highest priority is delivering excellent patient care, but sometimes little things go wrong and turns your day upside down. It doesn't have to be that way with managing medical devices. Today, many mid-sized medical practices manually manage equipment repair and reluctantly rely upon manufacturers technicians. All of this can be costly, time consuming, and take away from patient care. Learn how one of our clients addressed this challenge.

IMPROVEMENTS

Equipment Uptime

Staff Ffficiency

Spend Control

Patient Care

Compliance

Documentation

FOCUSED DEVICE SAVINGS

Somatom CT Scanner

Acuson Ultrasound

Stellant Injector

MultiDX X-Ray

REPAIR SPEND REDUCTION

25%

COST SAVINGS

$4,000
ANNUALLY

THE CHALLENGE

Our client owns an emergency facility in Laredo, Texas, and is increasingly frustrated with managing their medical equipment. They do not have a biomedical engineer on staff who understands the complexities of equipment service, maintenance, and how to identify vendors to best meet their equipment needs. This year, several of their devices are coming off original manufacturer warranty or are requiring a new service contract. As part of their spend strategy to continually reduce costs, they would like to seek alternatives to the very expensive service contracts from their manufacturer, in this case Siemens' Healthcare. Unfortunately, our client does not have a clear strategy on how to move foward and analyze alternate service strategies.

THE APPROACH

Our client signed up for UptimeHealth's Premium solution to help to establish a strategy and source service providers for the Laredo facility. Specifically, the client wanted better pricing on contracts associated with the Siemens Somatom CT Scanner, Siemens Acuson Ultrasound, Medrad Sellent Contrast Injector, and Siemens MultiDX Xray room. The client also wished to use UptimeController to help automate serveral administrative processes allowing their staff to focus more on patient care.

THE SOLUTION

UptimeHealth partnered with Laredo to come on site and survey all of their equipment and upload it to the UptimeController platform, a cloud based asset management software. UptimeController allows users to track inventory, store digital compliance documentation, monitor the associated costs of repair and maintenance. It allows users to easily request repairs on disabled equipment and communicate directly with service providers regard work order status.

UptimeHealth then vetted out certified service technicians specific to the Laredo facility's equipment inventory. UptimeHealth interviewed vendors and negotiated favorable pricing, while ensuring their ability to provide optimal response time in the event of emergencies.

UptimeHealth loaded the vendor information to Laredo's UptimeController account. This provided the staff with the ability to easily request repairs, track cost, document workorders, and monitor the facility's health at any moment from any device.

> "UptimeHealth is disrupting the way the industry thinks about healthcare equipment management".
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> *- Jinesh Patel, CEO UptimeHealth*

THE RESULTS

Our client was able to streamline several processes and improve equipment uptime. Based on the solution implemented by UptimeHealth, equipment uptime is at an all-time high while freeing the staff from burdensome administrative tasks. Our client was able to see more patients and increase their revenue. UptimeHealth was also able to negotiate favorable contracts on every device in the facility. For the four main devices the client wanted UptimeHealth to focus on, UptimeHealth was able to help them realize over $4,000 in immediate annual savings on their maintenance contracts.