

CASE STUDY: CLIENT LOOKING TO STANDARDIZE

► SITUATION:

A three hospital system had two separate outsourced programs for their equipment service needs. One contract for all of the biomedical related equipment, including a manager plus technicians, and a separate multi-vendor program for imaging related devices. Both programs were expiring within six months.



CHALLENGES:

- Administration was hearing complaints of poor follow-through regarding repairs and the departments' stakeholders were disenchanted with personnel turn-over from the outsourced providers. In addition to the service issues, which were plenty, cost reduction initiatives were being investigated including in the CE areas.

OTHER QUICK FACTS:

- There was not much time before existing contracts expired.
- Hospital staff did not know of existing quality options.
- CE department labeled as “the black hole” received poor scores from stakeholders throughout the facility; supplier reduced staffing levels.
- Communication, if any, was poor regarding availability of equipment.
- The Cath Lab had a run-on service issue that posed safety issues.
- Delays in service dispatch created many expensive overtime repairs.

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► SOLUTION:

Hired ESP to analyze all aspects of the service delivery. ESP immediately extended the expiring contracts 90 days with favorable terms, developed a timely RFP process, and introduced seven alternative competitive solutions.

► RESULTS:

All three hospitals were transformed into a comprehensive asset management program with an industry leader, consolidating the biomedical, lab and imaging devices. The program produced over \$500,000 in annual cost reduction, and included a comprehensive centralized maintenance management software tool (would have cost in excess of \$150,000 if purchased separately) and on-site management and service personnel. ESP also negotiated the completion of the Cath Lab repair, inclusive of ongoing extended hours of coverage for Cath and CT, at no additional expense to Client.

For more information about ESP Global services, call us at 888-404-4377.