

IMPROVED BIOMED SERVICES WITH \$280,000 IN SAVINGS

CLIENT: Midwest Health Services
BED SIZE: 400+
REGION: Midwest
TYPE: Self-Op

DEPARTMENT:

- Clinical Engineering
 - Biomedical
 - Imaging equipment service

CLIENT PROFILE:

- Very independent with negative past experiences in outsourcing support departments

KEY OUTCOMES:

- Enhanced staff training, moving more equipment services in-house
- Reduce overall cost \$280k+ the first year, with accumulative additional savings of over 10% the following year

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www.sorianthealthcare.com

CHALLENGE

Driven by the need to find cost savings, the hospital reviewed all their support service departments. Their directive included wanting to manage their own services and take control of service contracts. Soriant was tasked to improve the efficiencies of the hospital's current operations to provide financial control improvements.

Our original assessment of the Clinical Engineering program identified a potential annual savings of over \$200k.

SORiant SOLUTION

The hospital had unique challenges. They wanted to be respectful of their unionized labor force and wanted to avoid any savings through changes in staffing, ruling out any possibility of outsourcing. While working with the hospital, we implemented some simple ways to help them manage their processes to reach their goals.



SORIAN SOLUTION (continued)

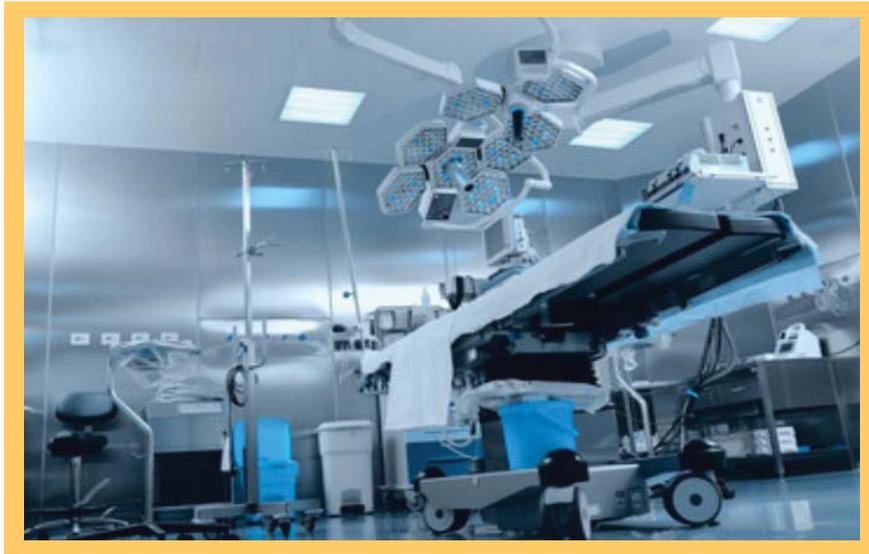
- Centralize the management of the hospital equipment service contracts
- Engage outside services to be accountable to cost management issues
- Empower leadership to focus on strategic decisions and practices that align with objectives
- Develop a training program for the service technicians
- Bring in more services in house
- Meet with all stakeholders to renegotiate the existing service contracts

RESULTS

Soriant developed optimization plans and new technical strategies that allowed for a smooth transition to more in-house servicing. The important catalyst involved change and support from and to the unionized staff.

The goal was to give the existing management the tools to manage the process, and “see” the cost and results:

- Make them more proactive with decisions about service and support of the clinical department
- Cross train and offer the value and support to the department’s clinical clients.
- Benchmark services and costs to increase accountability and overall patient flow
- Staff changes were necessary, trained with access to a system of metrics that drove higher performance - causing in house staff to operate at a higher utilization
- Contracts were centralized and controlled to assure that the hospital was receiving the maximum cost savings benefit.



**Process improvement produced
\$280k+ in annual savings**

For more information about achieving similar success, please contact us at 770.777.6633 or info@sorianthealthcare.com.

