

Did You Know?

An international printer manufacturer commissioned ISS Solutions' contact center to handle incoming calls from viewers of a television advertising campaign.

Recently, Chester County Hospital successfully completed inspections by the Joint Commission and Pennsylvania Department of Health. ISS Solutions' Clinical Engineering staff provided all of the necessary equipment documentation for inspectors.



Table of Contents

Did You Know.....1

Client Profile: East Liverpool Finds Balance with ISS Solutions Clinical Engineering Service1

IT Service Spotlight: Outsourcing Your Call Center AND Your Corporate Culture2

Client Facility: East Liverpool City Hospital2

Client Author: Daryl Seckman, Assistant Administrator and Director of Engineering, East Liverpool City Hospital2

CE Service Spotlight: Diagnostic Imaging3

Partner Profile: Collaboration with Deccaid Services Creates Single-Source Provider in the New York City Area.....3

IT Employee Profile: Minet Booz3

Message From CEO: Pay-for-Performance4

Thought Leadership: Preparing for Inspection4

CLIENT PROFILE: East Liverpool Finds Balance with ISS Solutions Clinical Engineering Service

In 1997, Daryl Seckman hired ISS Solutions to provide comprehensive Clinical Engineering management and services to East Liverpool City Hospital. For over ten years, ISS Solutions has performed inventory management, maintenance, inspection, and repair of all equipment that “touches the patient,” including diagnostic imaging and therapeutic equipment.

Mr. Seckman, currently the Assistant Administrator and Director of Engineering at the hospital, says that ISS Solutions’ engineers are a branch of his department. “ISS Solutions brings the best balance in terms of depth of coverage, experience in this field, and price.”

Coverage. ISS Solutions is the single point-of-contact for clinical engineering at East Liverpool City Hospital because they have extensive experience with all types of equipment. ISS Solutions’ depth of coverage includes providing preventative maintenance and equipment repair as well as management of OEM contracts for specific devices. Hospital department heads have confidence that their equipment is serviced properly and,



East Liverpool City Hospital serves the tri-state region of Ohio, Pennsylvania, and West Virginia. Recently completed construction enables helicopters transporting critical patients to land right next to the emergency room.



The balance of three factors—experience, depth of coverage, and price—drove the selection of ISS Solutions to perform Clinical Engineering services at East Liverpool City Hospital.

as a result, can devote their attention to patient care.

Experience. In 1997 when Mr. Seckman was comparing vendors, ISS Solutions was a leading provider of clinical engineering service in the mid-Atlantic area with over 20 years of experience. Today, ISS Solutions has been providing high quality service for over 30 years and its client base has grown to over 100 healthcare facilities.

Because ISS Solutions is owned by Geisinger Health System, a progressive \$1.7 billion healthcare system, ISS Solutions is one of the first service companies involved in procuring and servicing many newly introduced medical devices and systems.

Pricing. ISS Solutions strives to offer reasonable pricing to customers while delivering high quality service. Mr. Seckman says “ISS Solutions wasn’t the least expensive vendor, but what they were bringing was the best balance. Critical items to us include reliability of the equipment, responsiveness to unscheduled needs, and the overall quality of the working relationship with the technical and managerial staffs.”

IT SERVICE SPOTLIGHT: Outsourcing Your Call Center AND Your Corporate Culture

The numbers show that outsourcing your call center will maximize your operating costs. But you have reservations. Your customers may not be comfortable with agents that don't follow your customer service principles or mesh with your corporate culture.

"Many of our clients have expressed a desire to engage call center agents who reflect their specific company values," says ISS Solutions Call Center Manager Eric Cain. "ISS Solutions has programs where agents are dedicated to one client. These agents are trained in the specific corporate values and service requirements of the client's organization. This enables our clients to reduce the total cost of support *while* increasing customer service."

ISS Solutions call center, located in Langhorne, Pennsylvania, provides help desk support for many companies in the healthcare, manufacturing, and

government sectors. Our agents resolve most problems on the first call and achieve high levels of customer satisfaction.

ISS Solutions can customize the right solution for your business. Some example programs include:

- Performing unscripted, hardware troubleshooting on a 24 x 7 basis.
- Responding to Level 1 severity calls from over 5,000 users at a large medical center, resolving over 70% of them during the first contact.
- Reducing costs for an international food and facilities management company by 25%, while improving measured customer service levels.

ISS Solutions is on-shore, and agents are available 7 x 24 x 365 for short-term, long-term, overflow, and turnkey programs.

CLIENT AUTHOR: Daryl Seckman, Assistant Administrator and Director of Engineering, East Liverpool City Hospital

When most people go to the hospital, they think about the healthcare they will receive.



Most people are *not* concerned about whether the hospital bed, monitoring devices, and clinical equipment functions properly. This is because of Facilities Managers like Daryl Seckman, who has devoted his career to making sure East Liverpool City Hospital is sanitary, secure, and stocked with supplies and equipment—from cotton swabs to linear accelerators.

Mr. Seckman has had overall responsibility for Plant Operations, Information Services, Material Management, and Security at East Liverpool City Hospital since 1986. Mr. Seckman's long-standing relationship with ISS Solutions has enabled him to have confidence that each of the thousands of devices throughout the hospital is thoroughly examined and maintained according to industry best practices.

Mr. Seckman has degrees in Mechanical and Civil Engineering. He is active in the Society of Professional Engineers, National Fire Protection Association, International Code Council, American Hospital Association, and the Ohio Hospital Association.

CLIENT FACILITY: East Liverpool City Hospital

East Liverpool City Hospital is a 199-bed facility that just celebrated its 100-year birthday in 2005. Located on the edge of three states and the Ohio River, the town of East Liverpool has been the crossroads for many industries over the years: pottery, steel, coal mining, and power production. The river provides raw materials, power, and transportation to the community.

The hospital is an easy drive for residents of western Pennsylvania, Ohio, and northern West Virginia. The administration, doctors, and staff at East Liverpool City Hospital are dedicated to providing quality healthcare services to the community in which they live.



PARTNER PROFILE:**Collaboration with Deccaid Services Creates Single-Source Provider in the New York City Area**

Deccaid Services Inc. (www.deccaid.com) has been consulting, selling, installing, and servicing diagnostic imaging equipment in the New York City metropolitan area for over 22 years and is now collaborating with ISS Solutions to provide comprehensive clinical engineering service.

Deccaid Services Vice President Sal Aidone said, "We are pleased to join with ISS Solutions in providing superior service to hospitals in the five boroughs of New York City and Long Island. New York metropolitan hospitals will appreciate the simplified management of clinical and imaging services under one contract."

Deccaid Services maintains all major brands of diagnostic imaging equipment including: GE, Seimens, Lorad, OEC, Bennett, Continental, and others. Frequently, local service providers can provide a more timely and cost-effective service response, compared to the larger original equipment manufacturers. Deccaid Services has high quality service standards, local engineers, and a commitment to understanding customers' needs, so that their clients can focus on patient care.

New York hospitals benefit through:

- Management of virtually all clinical equipment inventory under one umbrella
- Industry standard (or above) service levels
- Well trained, qualified technicians and engineers
- A life cycle asset management approach that saves money over the long-term

CE SERVICE SPOTLIGHT: Diagnostic Imaging

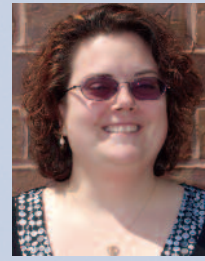
One of ISS Solutions' fundamental goals is to maintain the performance of equipment assets throughout their life. These assets include diagnostic imaging equipment, which play an increasingly important role in patient care and revenue generation for hospitals.

ISS Solutions Director of Operations Joe Sherry says, "ISS Solutions maintains diagnostic imaging equipment over its entire lifecycle, so that it delivers the same functionality as when new. Clients should not have to dispose of equipment until it is no longer medically acceptable due to technological obsolescence."

ISS Solutions and their alliance collaborators, Deccaid Services Inc. (DSI), Radon Medical Imaging, and Garden State Imaging (GSI), service a broad range of diagnostic imaging modalities including:

- Computerized Tomography
- Catheterization Suites
- C-Arm
- Ultrasound
- Mammography
- General Radiology

ISS Solutions' service of diagnostic imaging equipment is complementary with maintenance of biomedical equipment. If ISS Solutions is currently not servicing diagnostic imaging equipment at your hospital, consider asking us to evaluate your options for adding this equipment to your contract.

**IT EMPLOYEE PROFILE:
Minet Booz**

The various work areas at ISS Solutions headquarters are named according to a baseball stadium theme. For example, the conference room is the Bullpen and the kitchen is the

Concession Stand. As you enter the Accounting Department, the sign reads "Scoreboard." This area is a hub where invoicing clients, paying the bills, financial analysis, and data crunching takes place.

"No one exemplifies our department like Minet Booz, our Senior Accountant," remarks Ellen Watkins, ISS Solutions Controller. "Minet is hard working, conscientious, and resourceful. She is driven to providing clients, managers, and coworkers with accurate information in a timely fashion."

Some of the routine tasks Minet performs include ensuring customers are invoiced correctly and on schedule, ensuring revenue is recognized in the proper periods, and supervising Accounts Payable.

But Minet is known best for her ability to solve problems and implement new procedures. "Reconciling accounts and resolving discrepancies is extremely satisfying," comments Minet. "It's like a big jig-saw puzzle, and we need to get all the pieces to fit just right."

Minet was recently instrumental in implementing the ISS AssetManager system within Accounting. Instead of submitting time and materials billing using paper reports, our clinical engineering team now enters the information into ISS AssetManager. Minet was charged with finding a way to transfer the information out of ISS AssetManager and into the accounting systems. The result has been accurate, timely billing via a streamlined, automated process.

Minet has been with ISS Solutions since 2002. In 2005, she earned her MBA from LaSalle University. Outside of ISS Solutions, she can be found with her husband and two children on the beach in North Carolina, playing the piano and guitar, painting, or reading.

MESSAGE FROM CEO: Pay-for-Performance

ISS Solutions' most important goal is to deliver outstanding service. To ensure that we fulfill this promise, we have solicited feedback from customers via a quality questionnaire for over 20 years.

Both qualitative comments and quantitative scores are valued. Through client comments and suggestions, we get specific feedback. Through quantitative measures, we benchmark ourselves against industry norms and past performance.

We also use the quantitative scores as an important component of ISS QualityPay, a unique pay-for-performance plan for employees. The ISS QualityPay program has been in place for three years. It provides significant performance-based bonus pay, which is in addition to base salary.

This is important to you, our clients, as well as employees. Group and individual rewards are tied to attaining certain quality scores within our lines of business. Customer satisfaction measures are shared among all lines of business. Specific measures for IT, contact center, and clinical engineering—including time to answer an incoming call, first day repair completion, and inspection and preventive maintenance compliance—are also measured, scored, and used, in part, to determine incentives.

Thank you for participating in our ongoing quality surveys. Your ratings impact on how individual bonuses are distributed. This is one additional step we've taken to assure that our goals are aligned with your goals and to provide outstanding service.



THOUGHT LEADERSHIP: Preparing for Inspection

You don't know when, but you know the Joint Commission and state inspectors **will** visit your hospital.

If you are working with ISS Solutions, your clinical equipment and documentation will be ready for scrutiny. ISS Solutions programs are designed around the individual needs of the hospital. Customized policies and procedures incorporate the unique work flow of the hospital with the requirements of the regulatory agencies.

In April, Chester County Hospital in West Chester, Pennsylvania was visited by both the Joint Commission and the Pennsylvania Department of Health. "There were three areas of focus the inspectors were looking at," says Steve Kurtz, ISS Solutions' on-site manager at Chester County Hospital. "Inspectors looked for expired stickers, broken equipment caches, and ill-informed users." None of these were found. In fact, the Joint Commission inspector remarked on how well prepared Chester County was for inspection.

Mr. Kurtz advises hospitals to work closely with their Clinical Engineering provider to prepare as a team. Write your requirements into your policies and procedures, then demonstrate you do these things in your documentation. "Say what you do and do what you say. If you do this, you're going to be fine."

Some areas Mr. Kurtz said were of particular interest to the evaluators during this inspection:

- Sample preventative maintenance and repair records were scrutinized down to the details and timing of each activity.
- The Joint Commission and the state Department of Health zoned in on the monitoring and management of dialysis programs and equipment.
- The same level of performance was expected at off-site clinics as at the hospital proper; all clinics were visited.

Although having inspectors at your door will always be stressful, adequate preparation can alleviate many concerns.