



Healthcare Heritage Spurs Davis Health System to Outsource Clinical Engineering to ISS Solutions



SNAPSHOT

Company: Davis Health System

Headquarters: Elkins, West Virginia

Business: Healthcare system serving approximately 85,000 patients throughout five Central West Virginia counties.

Solution:

Collaborate with ISS Solutions, a service provider owned by a nationally-respected healthcare organization, resulting in significant cost reduction and increased focus on patient safety and regulatory compliance.

OVERVIEW

Challenge:

Transition in-house clinical engineering services to a quality outsourced program.

Benefits:

- Enhanced Service Excellence
- Provided Access to Geisinger Health System Thought Leadership
- Increased Regulatory Compliance
- Decreased Overall Cost of Clinical Engineering Program

It takes a special clinical engineering provider to understand the needs of the healthcare systems that they serve. — At Davis Health System, whose motto is “Where Your Care Counts”, nearly 1,000 healthcare professionals deliver patient-friendly, quality healthcare around the clock, treating people suffering with everything from broken bones and minor infections to cancer and heart failure. The ability to provide these patients with the highest possible level of care depends not only on Davis Health System’s physicians and nurses, but also on ISS Solutions’ clinical engineering technicians, who service and maintain all patient care devices.

ISS Solutions has a unique perspective as it is owned by a healthcare system. Clinical engineering technicians at ISS Solutions are part of a network that values patient care, which makes the ISS Solutions clinical engineering program about personalized healthcare processes and technology, not just equipment maintenance. Mark Doak is the Chief Executive Officer of Davis Health System, and he went to ISS Solutions in search of qualified clinical engineering technicians. “ISS Solutions is a good fit because they’re owned by a not-for-profit healthcare system,” says Mr. Doak, “and that’s consistent with our not-for-profit mission. ISS Solutions cares about taking care of the patient.”

Enhanced Service Excellence

ISS Solutions fits in well at Davis Health System because its technicians value the connection between their behind-the-scenes work and the outcome of sick or injured patients. Every healthcare system wants its clinical engineering team to be people who pull through for them when they are in need—people who are not only qualified, but also understand how vital their role is in providing the highest level of patient care. By outsourcing its clinical engineering needs to ISS Solutions, Davis Health System gained access to skilled technicians, who are available 24 x 7 x 365, ready to repair even the most complicated modern medical technology at a moment’s notice. When a critical medical device in the intensive-care unit went down, ISS Solutions’ technicians resolved the issue right away, aware of how crucial the technology was to patient care. “We needed specialty parts,” explains Mr. Doak. “ISS Solutions’ technicians used their contacts to get us back up and operating. Without them, I’m not sure we could have found the parts to get back on track so quickly.” This kind of service-mindedness is crucial for a successful patient experience.

Provided Access to Geisinger Health System Thought Leadership

ISS Solutions' focus on excellent service comes in large part from their healthcare heritage. ISS Solutions is owned by Geisinger Health System, a multi-billion dollar tertiary/quaternary healthcare system serving millions of patients in rural Pennsylvania. Geisinger ownership was very important to Davis Health System clinical and administrative team members, who visited Geisinger's Danville, Pennsylvania campus while considering outsourcing their clinical engineering program to ISS Solutions. ISS Solutions not only proved themselves by successfully servicing all of Geisinger's 36,000+ clinical engineering devices, but also reaped the benefits of having the resources and backing of a financially-secure major healthcare system. "It is interesting to me that ISS Solutions is owned by Geisinger," says Mr. Doak. "Geisinger is a not-for-profit healthcare system, and in my mind, whereas we do have to make a profit, we know that there's a mission above and beyond all that. At the end of the day, we have to take care of the patients." ISS Solutions, supported by their parent organization Geisinger Health System, provides service excellence so that local patients can go to Davis Health System, "Where Your Care Counts."

Increased Regulatory Compliance

Running an in-house clinical engineering program can be daunting with managing assets and keeping them ready for patient care and regulatory inspections. Some hospitals may not realize how much harder they make things for themselves. Because ISS Solutions serves many healthcare organizations, they have expertise in not just preparing hospitals for inspections, but also sharing trends in

regulatory compliance enforcement and application of best practices, something Davis Health System couldn't do as easily on its own.

"I had heard some horror stories about outsourcing and was skeptical to make the change. However, after visiting Geisinger Health System in Danville, Pennsylvania, and talking with other ISS Solutions clients, their excellent reputation and client retention rate convinced me that ISS Solutions is the right partner for us."

— Steve Johnson, Director of Support Services

"Last fall, Davis Health System was reviewed by the Joint Commission," says Mr. Doak. "Anything that we asked ISS Solutions to do to help us prepare, they did. We came through the Joint Commission review with no recommendations for clinical engineering." Davis Health System can breathe a sigh of relief, knowing ISS Solutions keeps them in compliance.

Decreased Overall Clinical Engineering Cost

Many healthcare systems don't outsource because they fear losing control over costs and service delivery. At first, Davis Health System was wary of giving the reins over to ISS Solutions. But once they realized the improved quality and cost savings that came with the ISS Solutions collaboration, they quickly extended their contract to seven years. "As a healthcare provider, we're always looking to find the most efficient way and reduce our costs as best we can," says Mr. Doak. "ISS Solutions has been financially beneficial for us."

Instead of dealing with many outside contracts, which take time and resources to track, Davis Health System's clinical engineering department now has just one contract, the contract with ISS Solutions. And that contract is worth its weight in gold. ISS Solutions' expertise and value extend beyond the contract, as ISS Solutions also provides access to Geisinger specialists in supply chain, high-end medical technology planning, and healthcare consulting. ISS Solutions, a Geisinger Health System company, helps Davis Health System keep their patient-centered focus that makes them stand out in the marketplace. Mr. Doak says, "I see our collaborative effort of Davis providing quality care at a low cost, and ISS Solutions helping us achieve that."



"They've been very honest, very open in their communications. As always, there is a written agreement, but when we've had meetings with them and had the handshake, the handshake is as good as their written contract. They've dealt with us very fairly, very openly, and we have appreciated their service."

— Mark Doak, Chief Executive Officer