



## East Liverpool City Hospital Outsources Clinical Engineering Service Management to a Single Provider, ISS Solutions



### SNAPSHOT

**Company:** East Liverpool City Hospital

**Headquarters:** East Liverpool, OH

**Business:** A 199-bed hospital providing quality healthcare within the tri-state region of Ohio, Pennsylvania, and West Virginia.

### OVERVIEW

#### Challenge:

Find a comprehensive clinical engineering service vendor for approximately 9,000 devices while balancing: service coverage levels, company and technician experience, and cost.

#### Solution:

Establish ISS Solutions as the single vendor for all equipment—from common items, such as patient monitors, IV pumps, and telemetry, to diagnostic imaging equipment, such as CT, MRI, and ultrasound units.

#### Benefits:

- Reduced administrative issues as ISS Solutions manages entire program
- Reduced cost for equipment that was formerly serviced by the original equipment manufacturer (OEM), while maintaining equipment reliability
- Systematic planning for equipment end-of-life
- Reduced delays in patient care due to immediate service call response

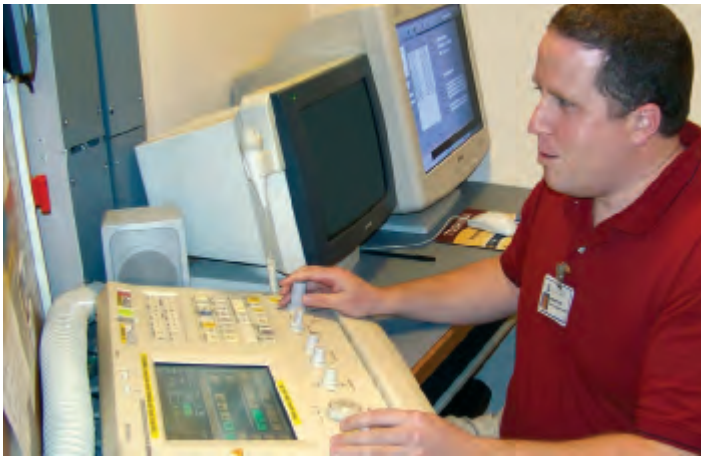
*Since the 1800s, East Liverpool City Hospital has provided quality care to the tri-state region including Pennsylvania, Ohio, and West Virginia.* — East Liverpool has always outsourced its clinical engineering service needs to provide the small, rural hospital with experienced technicians in a cost-effective manner.

Through its partnership with ISS Solutions, East Liverpool has successfully managed all aspects of clinical equipment maintenance, repair, and planning for more than ten years.

### Reduced administrative issues as ISS Solutions manages entire program

East Liverpool has charged ISS Solutions with providing a comprehensive clinical engineering program, including all types of equipment, from IV pumps to diagnostic imaging and therapeutic equipment. East Liverpool Assistant Administrator and Director of Engineering, Darryl Seckman says, “If it touches the patient, we ask ISS Solutions to take care of inventory management, maintenance, inspections, and repair for the device.”

Mr. Seckman explains ISS Solutions provides the best balance between depth of coverage, experience in the technical field, and cost. Before engaging ISS Solutions, East Liverpool had a contract with another vendor for biomedical service, an insurance type product for some pieces of equipment, and a series of OEM contracts. The arrangement with ISS Solutions gives East Liverpool a single point-of-contact as well as lower costs.



An ISS Solutions' technician moves the table on a Toshiba Ultimax X-Ray unit. This is one of the approximately 9000 medical devices ISS Solutions manages for East Liverpool City Hospital.

## Reduced cost for equipment that was formerly serviced by the OEM, while maintaining equipment reliability

In addition to performing biomedical device service, ISS Solutions manages, and frequently services, East Liverpool's radiologic equipment.

If OEM expertise is needed, ISS Solutions manages the vendor relationship for the hospital by monitoring and inventorying all devices. This ensures that inspections are done on a timely basis, optimizing the use of ISS Solutions' or OEM's technical skills. ISS Solutions records the inspection and maintenance activity, submitting accurate reports for the *entire* clinical engineering program.

Mr. Seckman asserts that this arrangement balances several factors. "We work closely with ISS Solutions to decide the best level of service for any particular piece of equipment. There is a balance between the level of risk we are willing to assume, versus costs, versus the need for reliability and up-time."

OEM contracts can be expensive. As ISS Solutions began servicing diagnostic imaging equipment, the confidence hospital department heads had in their abilities grew. Where practical, ISS Solutions has offered a cost-saving alternative while still providing highly reliable service up time for the equipment.

## Systematic planning for equipment end-of-life

Several times ISS Solutions has been able to recommend a process for replacing equipment. Frequently, the technician is the first person to spot increasing costs for maintaining a specific piece of equipment and/or difficulty in obtaining spare parts. By bringing this to the attention of East Liverpool's management, the hospital can fit a purchase into their budgetary process and replace the equipment before it breaks.

## Reduced delays in patient care due to excellent service call response

By having a full-time ISS Solutions technician on-site, East Liverpool experiences very quick response times. This reduces delays in patient care. Equipment is repaired quickly and hospital staff concerns are addressed promptly.



"Our relationship is based on the quality and openness of communication between the technical staff, the management staff, and the administrative staff of East Liverpool and ISS Solutions. The open line of communications enables me to maintain a high level of confidence in ISS Solutions' abilities."

—Daryl Seckman, Assistant Administrator,  
Director of Engineering, Liverpool City Hospital