

A Successful Collaboration

Diagnostic Imaging



ARAMARK and Intalere Help Harrison Medical Center Improve Performance and Save Money on Digital Imaging Services



A SHORT TAKE ON SUCCESS

The Challenge:

- Busy medical center in remote location needs experienced, flexible and responsive digital imaging equipment maintenance and repair partner.

The Solution:

- Three year agreement with Masterplan, an independent service organization, now part of ARAMARK Clinical Technology Services.

The Outcome:

- Guaranteed savings of approximately \$80,000 per year in each of the three contract years.

THE CHALLENGE

As the acute center for the Pacific Northwest region's busiest medical center, Harrison Medical Center-Bremerton provides a wide range of in-house digital imaging services to support, among others, cardiothoracic, endovascular, plastic and reconstructive surgery; hematology and oncology.

With their remote location on the Olympic peninsula, almost one hour from Seattle, Harrison Medical Center was looking for an experienced, flexible and very responsive imaging equipment maintenance and repair partner to support a wide range of equipment at a significantly lower cost than their current contract.

THE SOLUTION

Rather than asking for only a price from potential suppliers, Harrison Medical Center asked the incumbent contractor and interested suppliers to submit strategies designed to support current and future imaging equipment needs while lowering maintenance and repair costs. Masterplan, since acquired by ARAMARK, was awarded a three-year contract, based on a complete package that included: streamlined terms and policies designed to produce immediate cost benefits; solutions for promptness; simplified paperwork; flexibility that allows for quick escalation toward future maintenance and repair needs; and guaranteed savings of approximately \$80,000 per year for each of the three contract years.

In March 2011, ARAMARK announced its acquisition of Masterplan, bringing together the people, capabilities and resources of the two leading independent providers of biomedical and imaging services in the country. The combined organization delivers biomedical and diagnostic equipment maintenance, repair and parts in 13 countries and employs more than 1,500 biomedical and imaging services technicians and staff worldwide.

THE OUTCOME

Harrison Medical Center is a member of Intalere, a professional supply chain organization that provides access to a large portfolio of supplier contracts, including one with ARAMARK. The agreement offers substantial cost savings to Intalere members.

ARAMARK provided Harrison Medical Center with a seamless transition to the new digital imaging maintenance and repair contract. Through the Intalere agreement, Harrison Medical will realize an estimated savings of \$80,000 per year – roughly 17 percent.



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Bob Kaftan, director of Business Development with ARAMARK Clinical Technology Services, explained, "Through ReMedPar, ARAMARK's ISO 9001:2008 certified parts division, we were able to help Harrison realize immediate savings on parts and labor. This relationship also provides Harrison with access to expert technical training which supports their technicians in performing service on a wider range of modalities with their own hands."

Harrison has in fact already realized significant savings and expressed how happy they are with Masterplan's responsiveness, flexibility, and knowledge. Jack Gallagher, director, Supply Chain Management for Harrison Medical Center, succinctly summed up one added benefit from the partnership – "when it comes to digital imaging services, if my phone's not ringing, there's no problems, and I'm happy to report it's very quiet in here."

"Our relationship with Masterplan, now ARAMARK, and being an Intalere member will help us save 17% on the maintenance of digital imaging services. When it comes to DI services, if my phone's not ringing, there's no problems, and I'm happy to report it's very quiet in here."

Jack Gallagher · Dir., Supply Chain Mgt. · Harrison Medical Center



Intalere Diagnostic Imaging Solutions

Outcome-focused purchasing resources and information, including contract savings, no-cost price verification programs and seasonal promotional pricing.

About ARAMARK Healthcare Technologies

ARAMARK Healthcare Technologies is the leading independent provider of medical equipment management in North America, delivering integrated biomedical and diagnostic imaging service, as well as workforce and asset management, collaborative field operations and high-touch customer service. To learn more, visit aramarkhealthcaretechnologies.com

About Intalere

Intalere's mission focuses on elevating the operational health of America's healthcare providers by designing tailored, smart solutions that deliver optimal cost, quality and clinical outcomes. We strive to be the essential partner for operational excellence in healthcare through customized solutions that address customers' individual needs. We assist our customers in managing their entire non-labor spend, providing innovative technologies, products and services, and leveraging the best practices of a provider-led model.

INTALERE

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