

# A Successful Collaboration

## Medical Equipment Solutions



### Intalere Partners with ARAMARK to Bring Pacific Medical Centers a Higher Quality Medical Equipment Management System at Lower Cost



#### A SHORT TAKE ON SUCCESS

##### The Challenge:

- Streamline and reduce cost of medical equipment management program.

##### The Solution:

- ARAMARK Healthcare Technologies created a full-risk medical equipment management outsourcing program using its proprietary technology platform to give Pacific Medical Centers network-wide visibility and transparency that was not previously possible.

##### The Outcome:

- Savings of more than 17 percent.
- More control over network-wide equipment management program.



#### THE CHALLENGE

Driving economies of scale and process standardization are two of the top medical equipment management challenges facing multi-site providers. When Pacific Medical Centers, based in the Seattle metropolitan area, set out to determine if its medical equipment management program was optimal they turned to Intalere for guidance.

The medical equipment management model that was in place at Pacific Medical Centers utilized independently operated locations, each with a manager who was accountable for the performance of the individual site and the equipment management. The program was supported by a small regional service provider and various original equipment manufacturer (OEM) contractors. Multiple OEM contracts were managed autonomously across the network of clinics, without review by the centralized supply chain organization. "We wanted to help them centralize and bring efficiency to their system," said Bill Cook, the Intalere/HRS member solutions director who works with Pacific Medical. The first step was getting the various agreements to supply chain, but this was without any formal evaluation of each agreement to determine the optimal service approach based on utilization, service history and options to reduce cost.

When Pacific Medical Centers began to consider potential options with Intalere, ARAMARK Healthcare Technologies, an Intalere contracted supplier, was suggested as a service provider to review.

Pacific Medical Centers chose to enter into a partnership with ARAMARK Healthcare Technologies. The outcome is a much lower cost, more responsive relationship that provides dedicated management services, maximizes the organization's service contracts and generates a valuable reporting structure.

#### THE SOLUTION

ARAMARK Healthcare Technologies created a full risk outsourcing program, placing an onsite biomedical engineer at Pacific Medical Centers' main campus to coordinate service across the network. Because ARAMARK is the country's largest independent provider of medical equipment management, it was able to tap its Seattle-based resources and assign an experienced technology manager to support Pacific Medical Centers as well.

"ARAMARK Healthcare Technologies provides us with a complete end-to-end solution to maintain the life of our biomedical and imaging equipment portfolio," said Shawn Padilla, director of supply chain and materials management at Pacific Medical Centers. Additionally, a physical audit of Pacific Medical Centers' 2,000 pieces of equipment was conducted, which involved



## Success Story Medical Equipment Solutions



two diagnostic imaging locations, with 30 pieces of high-end imaging equipment including MRI, CT, nuclear, ultrasound and mammography modalities, as well as hundreds of smaller pieces of equipment such as patient monitors, exam tables, and EKG machines.

During this exercise, ARAMARK integrated its equipment tagging process and uploaded each piece of equipment into its technology management system. This work provided a centralized repository of information that enabled ARAMARK to create a dashboard to manage Pacific Medical Centers' entire clinical equipment program. The organization now has visibility and transparency into the medical equipment across its network of clinics that was not previously possible.

"Managing our expenses and having a central repository and better controls in place to manage our biomedical and imaging equipment has helped us gain a clear picture of our equipment inventory and is enabling us to make solid business decisions going forward," said Padilla.

### THE OUTCOME

As part of the initial fact-finding process through Intalere, ARAMARK provided Pacific Medical Centers with a no-cost, no obligation financial analysis of its previous service programs, to determine if cost savings were possible. ARAMARK was able to present a medical equipment management plan with guaranteed savings that exceeded 17 percent over the organization's previous clinical equipment repair and maintenance service expenditures.

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**Shawn Padilla · Director of Supply Chain and Materials Management · Pacific Medical Centers**

Pacific Medical Centers also gained more control over its network-wide equipment management program. ARAMARK's medical equipment technology management system now provides a data driven tool to aggregate the history of each piece of equipment, enabling the organization to track uptime and preventative maintenance. The system also tracks all service calls and maintenance costs for each piece of equipment. "The response time and corrective action to have our equipment operational has improved dramatically from weeks to just hours," Padilla noted. "The communication regarding our service needs is exceptional. The ARAMARK team details the steps for the resolution including updates on any part requirements or equipment moves that are necessary so our team of physicians know what to expect in terms of the equipment impact on their patients and their business."

Additionally, ARAMARK is managing all of the organization's service contracts with its other equipment vendors and has consolidated the billing process so that Pacific Medical Centers is only paying a single invoice rather than handling each contract individually. Quarterly reports are generated to keep Pacific Medical Centers apprised of the performance of its program across the network, with data to support the capital asset planning process. ARAMARK and Pacific Medical Centers continue to identify opportunities for cost reduction and streamlined equipment management at each quarterly management review.

"From a vendor consolidation standpoint, one of our objectives was to reduce the amount of suppliers that we are circulating through our accounts payable group and reduce our purchase order costs, which are more than \$100 per invoice," Padilla said. "With ARAMARK, we get one summary bill to pay each month instead of hundreds of invoices."



### Intalere Executive Resources Solutions

Full-spectrum solutions that couple decades of healthcare experience with industry best practices, enabling executives to enhance their organization on a quality, operational and financial level.

### 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](http://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.

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