

Did You Know?

The ISS Solutions' Contact Center and IT Services departments are implementing Front Range Solutions' HEAT@ service desk solution. This software investment will enhance the automation of business processes and is based on ITIL, an organization that provides widely accepted best practices for IT service management.

ISS Solutions' Christopher Lott successfully completed the AAMI CBET examination last November. Chris earned a degree in Clinical Engineering from Penn State University and is currently working at Soldiers and Sailors Memorial Hospital.



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CLIENT PROFILE: The Key to Our 15-Year Relationship with J.C. Blair Memorial Hospital: Listening



ISS Solutions' Jason Isett troubleshooting a laboratory dry bath

"ISS Solutions' willingness to listen to our needs and make adjustments is what has kept them at J.C. Blair since starting a program with us in 1993," says Tim Davis, Director of Engineering at J.C. Blair Memorial Hospital.

The individual technicians and managers representing ISS Solutions at J.C. Blair have changed over the years. What remains consistent is ISS Solutions' positive response to constructive feedback. Numerous adjustments to J.C. Blair's program have been made based on unique service needs. The end result is that J.C. Blair patients have access to critical medical equipment and the medical staff is confident that the equipment performs as expected.

Positive, Immediate Response to Feedback. Feedback from hospital department managers has been critical to ensuring a successful clinical engineering program. Mr. Davis solicits feedback from his colleagues and responds immediately by addressing issues with the ISS Solutions team. Two examples were a need to include additional information in service documentation and faster response to service calls for specific equipment in critical departments. These "tweaks" to the service program are part of the customized service that ISS Solutions provides to address unique

client needs. They are also signs of a healthy, robust clinical engineering program.

Successful Joint Commission and DOH Surveys. The Joint Commission and the Pennsylvania Department of Health have surveyed J.C. Blair many times in the past 15 years. Because clinical engineering services at J.C. Blair are centralized with ISS Solutions, surveys have always gone smoothly. ISS Solutions' technicians are able to retrieve documentation quickly and respond to surveyors' questions.

Centralized Program. "When I first came to J.C. Blair," says Mr. Davis, "my goal was to centralize management of the clinical equipment program." Previously, clinical engineering services were managed by various hospital departments. Mr. Davis was instrumental in replacing this method with a more streamlined approach.

"With our centralized program, we have tight control and are assured of the safety of some very important pieces of equipment," concludes Mr. Davis. "ISS Solutions has played a vital role in helping us centralize and improve our clinical engineering program."



ISS Solutions' Tiffany Lenza servicing a bili light

IT SERVICE SPOTLIGHT: Finding Qualified Employees—Guaranteed

Many IT managers are challenged in the current economy to find technical resources that are fully qualified. There are many resumes to sift through before the right match is found. ISS Solutions can help.

Knowing that immediate placements are often required in the IT industry, ISS Solutions' IT Staffing team presents qualified candidates to IT managers within 24-48 hours of receiving a request. The IT Staffing team can do this because of its continuous recruitment process.

For example, a Fortune 500 medical health products manufacturer asked ISS Solutions to fill a need for short-term, part-time manpower requirements. The employees were needed immediately; but, the background screening process could not be compromised. Technical competency and experience were paramount; but, cultural, personality, and behavioral criteria were also important since these employees would interface with the user community.

ISS Solutions anticipated the needs of this client and others by establishing a recruiting database filled with job seekers with skills in various specialties within the information technology field. In this case, through a recruitment program at local technical schools, candidates with the needed skills, attitude, and background checks were found quickly.

The IT Staffing team leveraged a recruitment and screening process that resulted in a pool of pre-qualified technical talent specific to the job requisition.

Staffing can be a time consuming activity that can distract managers from normal operational activities. But it doesn't have to be this way! ISS Solutions can reduce the number of candidates to review and time needed to place qualified individuals. To get started, contact Lara Zelnio at 215 752-2221 ext. 418.

CLIENT FACILITY: J.C. Blair Memorial Hospital



J.C. Blair Memorial Hospital is the only hospital located in Huntingdon County, Pennsylvania. Serving approximately 45,000 residents, this 100-bed facility is a vital part of the community.

Huntingdon County is a rural area located in the Appalachian Mountains. Patients drive or are transported by bus service to the hospital, which overlooks the town of Huntingdon.

Founded in 1911, J.C. Blair Memorial Hospital was a gift from Kate Fisher Blair in memory of her late husband John Chalmers Blair, a local industrialist.

CLIENT AUTHOR: **Tim Davis, Director of Engineering, J.C. Blair Memorial Hospital**



Tim Davis is one of ISS Solutions' longest-term customers, having a relationship with the company that dates back to his tenure at the now closed Philipsburg State General Hospital as Facilities Director between 1976 and 1991.

One of Mr. Davis' first goals when he was hired at J.C. Blair Memorial Hospital in 1992 was to centralize management of the hospital's clinical equipment. To accomplish his goal, Mr. Davis drew on his prior experience at Philipsburg State General Hospital where he had been working with ISS Solutions' predecessor company ECRI. At the time, a number of ECRI employees became ISS Solutions employees. It was natural for Mr. Davis to consider ISS Solutions as a potential provider of clinical engineering maintenance and service.

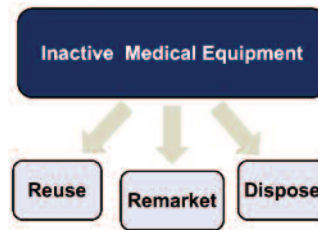
Mr. Davis explains that the most important drivers in determining who would be awarded J.C. Blair's clinical engineering contract were quality and cost. "ISS Solutions offered a high level of service within our budget constraints." The fact that he would get to work with people he knew and respected was an additional bonus that has paid off over the years. "ISS Solutions employees have always been great to work with and the relationship we have is what keeps them here."

"It makes financial sense to outsource," Mr. Davis adds. "ISS Solutions, who specializes in clinical engineering management, has the equipment, the trained technicians, and the ability to provide coverage when we need it."

CE SERVICE SPOTLIGHT: Medical Equipment Recovery Program

Looking for a creative way to save your healthcare facility money? ISS Solutions has helped Geisinger Health System save hundreds of thousands of dollars last fall by reutilizing and remarketing medical equipment.

According to ISS Solutions Program Manager Karen Oncay, "The ISS Solutions-Geisinger Health System Medical Equipment Recovery Program seeks to recover inactive medical equipment and put it to good use." With proper coordination and planning, healthcare facilities can reuse idle medical equipment in other departments, sell it to dealers who will refurbish it, or donate or properly dispose of items.



This program provides a centralized system to manage and store used medical equipment. It enables a health system to track medical equipment transfers for safety and to maximize the value of unused medical equipment.

The savings can add up. When Geisinger decided to upgrade one of their linear accelerators, they discovered that the vendor's removal cost for the older unit would be \$10,000. Through the Medical Equipment Recovery Program, ISS Solutions sold the linear accelerator to a reputable medical equipment broker for \$23,000. The net gain for this one piece of equipment was \$33,000.

As another example, an MRI scanner, which would have cost \$9,000 to remove, was sold for \$15,000. The purchasing organization was in Brazil. When it was time to transfer the equipment, staff from Brazil visited Geisinger and some terrific relationships were formed between the two organizations.

The program works because there is a centralized point for hospital staff to report under-utilized equipment. "Our first objective," reports Ms. Oncay "is to transfer the equipment within the health system. Our second objective is to interface with dealers to sell the equipment."

ISS Solutions only sells medical equipment that has undergone thorough preventative maintenance from a specially trained technician and performs according to manufacturers' specifications. In addition, ISS Solutions only works with reputable vendors, including those listed on the International Association of Medical Equipment Remarketers and Servicers website (www.IAMERS.org).

Ms. Oncay concludes: "This program turns 'trash into treasure' regardless of whether the equipment ends up being reused within our health system or in another facility."

If you'd like to explore how ISS Solutions can help you reuse, remarket, or dispose of your medical equipment, please contact your ISS Solutions Business Development Manager or contact Ms. Oncay directly at KAOnocay@ISSsolutions.com.

CE EMPLOYEE SPOTLIGHT: Dan Reilly, Senior Biomedical Equipment Technician



Before becoming a biomedical equipment technician for ISS Solutions, Dan Reilly saw the world as a Navy Sonar Technician, locating submarines, and as a Senior Enlisted Advisor.

Between 1977 and 1997, the Reilly family moved 15 times to different bases in the United States, including those in San Diego, Orlando, Pearl Harbor, Charleston, Boston, Key West, and Norfolk.

Dan spent 15 of his 20 years in the Navy at sea. While at sea, Dan traveled to Germany, France, Japan, South America, Australia, the Arctic Circle, Libya, Beirut, Israel, the Suez Canal, and Iraq.

Dan now works for ISS Solutions at Geisinger Medical Center in Danville, Pennsylvania where he maintains and repairs vital medical equipment. He says he learned basic electronics in the Navy as part of his training on sonar systems, but never examined a piece of medical equipment until coming to ISS Solutions 10 years ago.

But, Dan's philosophy for fixing equipment dates back to his military days. "When things are broken on a ship, you have to make them work right or you are not going anywhere. I became dedicated to fixing equipment in a hurry and doing it right the first time."

"When I came to ISS Solutions," Dan explains, "I became even more dedicated to making sure I did the job right. If medical equipment is going to be used on a member of my family, I want to make sure the equipment is maintained correctly."

IT EMPLOYEE SPOTLIGHT: Wayne Green, Service Supervisor, Geisinger Health System



"I want the self-satisfaction that comes with knowing I'm taking care of other people and their equipment," says Wayne Green, ISS Solutions Service Supervisor in charge of the team that fixes Geisinger Health Systems' IT hardware. "After 20 years in the Navy, job responsibility has been engrained in me. You are not just responsible for yourself; you are responsible for equipment and you are responsible for people."

Wayne has had plenty of opportunity to help Geisinger Health System employees with problems with their computers and printers. His five-person Break/Fix team travels extensively throughout central Pennsylvania fixing hardware-related problems. Wayne is in charge of scheduling staff during a 47.5-hour work week and providing 24x7 service for critical problems. He also must keep technicians trained in new technologies and keep parts stocked for an array of old and new hardware models.

Before starting his career with ISS Solutions in 2002, Wayne served for 20 years in the U.S. Navy as an Electronics Technician. His specialty was maintaining and repairing navigation equipment on board both aircraft carriers and nuclear submarines. Navigation equipment keeps track of where the ship is located in the ocean by calculating latitude and longitude a hundred times per second. In addition to knowing where his own ship was located, Wayne was also responsible for the equipment that enabled planes and helicopters to return to the aircraft carrier after flying their missions. Any mistakes could be deadly.

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MESSAGE FROM CEO: ISS Solutions and the U.S. Armed Forces



A large number of our employees served in the military or currently are in the Reserve. In this issue of our newsletter, we highlight our employees' connection with the U.S. armed forces.

At least 14% of our employees were or are in the armed forces. Individual service records range from employees who were in Reserve units to employees who retired after careers of 20 years or more. We have

employees who saw action in conflicts dating from Vietnam to Libya to Iraq. The employee profiles in this quarter's newsletter detail two employee stories.

We at ISS Solutions appreciate what these men and women have done for our country. Through their efforts, in peacetime and war, they play an important role in keeping the United States safe.

ISS Solutions is committed to ensuring that our servicemen and women are available for duty as required. This may mean that we face challenges in finding a resource to temporarily fill a position, but we see this as our patriotic duty.

ISS Solutions has been fortunate to hire some very well-trained, focused, and professional employees who formerly worked for the U.S. armed forces and/or continue in the Reserve. As a group, these employees come to ISS Solutions with a focus on delivering outstanding services and fulfilling whatever their individual assignment or mission may be. These are characteristics that all ISS Solutions employees are asked to exhibit in their daily work.

THOUGHT LEADERSHIP: **Managing Reserve and Former Service Personnel**

ISS Solutions strives to employ the best technicians in terms of both technical abilities and customer service skills. Sometimes finding people with these skills can be challenging; but, Rick Pica, ISS Solutions Director of Clinical Engineering, has discovered that many of our soldiers are excellent candidates.

"The military provides over a year's worth of clinical engineering training, which includes blocks in anatomy and physiology, electronics, and practical equipment operation," says Mr. Pica. "During training, each technician has ample opportunity to tear down, troubleshoot, and repair various types of medical equipment. After a military technician completes a four-year tour, he or she has training in servicing most medical equipment and years of field experience."

Quite a few of Mr. Pica's staff are former military-trained Biomedical Technicians, including one of his supervisors and half of his diagnostic imaging technicians.

A new challenge for ISS Solutions is supporting technicians who are in Reserve or Guard units and may be called into active duty. "I have one employee," says Mr. Pica, "whose orders say that he will be activated for 400 days. But, it's not definite until several days prior to the deployment date."

ISS Solutions makes every effort to accommodate an activated technician and ensure that he or she has all their personal affairs in order prior to deployment. Depending on whether the activated employee is full-time at a client site or working as a field service technician, ISS Solutions will hire a technician or realign our other technicians to carry the workload. When the activated employee returns from military duty, ISS Solutions offers him or her a job similar to the one he or she had.

IT EMPLOYEE SPOTLIGHT: **Wayne Green, Service Supervisor, Geisinger Health System** *continued*

Wayne saw action in 1986 during the U.S. Libyan conflict when Libyan surface missiles were fired at the aircraft carrier on which he was serving. Fortunately, the missiles have a range of about 250 miles and the ship was about 300 miles off the coast. Good thing the navigation equipment was maintained properly, so the people on the ship knew they were out-of-range!

That same ship also ran into some trouble in the form of a civilian oil tanker. The oil tanker's port-side lights were not functioning. When noticed on the radar, the Navy ship tried in vain to contact the crew of the oil tanker, which was cruising in an automated mode. Wayne says "We collided with them, the bow of our ship with the bow of their ship. We had damage to the front end of our ship, which was repaired by welders when we docked. In the meantime, my team needed to repair our fathometer, an instrument that determines the depth of the water under the ship."

When asked what skills Wayne feels transferred from the Navy to ISS Solutions, he replied after some thought:

- Troubleshooting methodology and how to approach a problem
- How to deal with people who are different than you
- Devotion to your job, the people you serve, and the people you serve with