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CLIENT PROFILE: Davis Health System Outsources Clinical Engineering to Patient-Focused Organization



At the heart of Davis Health System, a healthcare system based out of Elkins, West Virginia, is one word: service. At Davis Health System, medical staff members use technologically-advanced, modern, and specialty equipment to care for patients with everything from the common cold to cancer.

Davis Health System’s motto is “Where Your Care Counts.” One of the ways that Davis Health System puts patients first is through collaborating with ISS Solutions for their clinical engineering needs. ISS Solutions is owned by Geisinger Health System, a \$2.3 billion tertiary/quaternary health system serving 2.6 million patients. Patient care comes first at Geisinger, and this belief exists in ISS Solutions’ technicians and engineers as well.

Mark Doak, Chief Executive Officer of Davis Health System, sent a team to tour Geisinger’s Danville, Pennsylvania campus before deciding that ISS Solutions was the perfect fit. “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.”

Davis Health System wasn’t sure about outsourcing their clinical engineering program at first because it seemed risky to lose control of their healthcare organization’s costs and service delivery. 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. Mr. Doak asserts, “I see our collaborative effort of Davis providing quality care at a low cost, and ISS Solutions helping us achieve that.”

In their partnership, Davis Health System and ISS Solutions have reduced costs and enhanced their patient-centered focus that makes them stand out in the marketplace. Outsourcing to ISS Solutions has allowed Davis Health System’s employees to relax, since their clinical engineering program is in good hands.

CLIENT FACILITY: **Davis Health System, Elkins, West Virginia**

Davis Health System is a healthcare system headquartered in Elkins, West Virginia. In 1902, Senator Henry Gassaway Davis, through an act of philanthropy, donated the money to establish Davis Memorial Hospital. Today, Davis Health System serves around 85,000 patients throughout five counties in Central West Virginia. People come to Davis in need of patient-friendly, quality healthcare. Davis' medical staff members rely on extensive modern medical equipment to provide this level of patient care.

Davis Health System, which has fifteen affiliates throughout Central West Virginia, cares for patients in its main hospital and various affiliate sites. Davis has over 1,500 pieces of biomedical equipment, all of which must be kept running smoothly to support patient care operations.

To Davis Health System CEO Mark Doak and others at Davis, ISS Solutions stands out because of its dedication to keeping equipment crucial to patient care up and running. "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."

IT SERVICE SPOTLIGHT: **Providing Qualified IT Employees to Meet Your Business Needs**

Although most organizations have established procedures for filling open positions within their organization, many IT managers are challenged to find qualified, short-term technical resources.

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

Clients rely on ISS Solutions to fill immediate contract IT staffing needs while requiring a full background screening process before candidates are placed at client sites. Technical competency and experience are paramount, as are culture and communication skills, since contract IT staff often interface with the client's user community.

Based on 30+ years of IT staffing experience, ISS Solutions anticipates client needs by establishing technical recruitment campaigns in regionally-located universities and technical colleges, as well as online. ISS Solutions uses a modern, enterprise-scale software database to keep track of applicants' skills and availability.

ISS Solutions is ready when clients are ready. In addition to quick placement, there are other benefits of working with



IT SERVICE SPOTLIGHT: **Virtualization**

ISS Solutions is proud to be recognized by VMware as a key partner. ISS

Solutions is certified by VMware as a Solution Provider at the Enterprise level. This designation separates ISS Solutions from the mass of providers with little training or expertise. In fact, ISS Solutions technical and sales staff members hold over 25 separate accreditations from VMware, as well as the knowledge that comes from real-world experience. Customers are confident in selecting ISS Solutions when they are implementing and supporting a virtualized environment, both in the data center and on the desktop. More importantly, ISS Solutions will take the time to understand the unique situation of each client, and craft a solution that maximizes virtualization benefits within a given budget.

ISS Solutions' IT Staffing team. Successful candidates (IT consultants placed at client sites) are:

- screened by ISS Solutions' recruiters and technical managers before presentation to clients;
- matched to each client's culture and requirements;
- hired by ISS Solutions as employees and are eligible for standard benefits, including health, dental, and 401K matching;
- supported by ISS Solutions' IT professionals and managers, including access to ISS Solutions' industry certifications and relationships.

ISS Solutions performs all screenings for hired candidates, including background checks and drug screening. IT consultants can be placed anywhere within the continental U.S.

Many IT managers dread having to recruit qualified people for short-term positions. Staffing can be a time-consuming activity - one that distracts managers from normal operational activities. But it doesn't have to be this way! ISS Solutions can reduce the number of resumes to review and time needed to place qualified individuals.

Common IT positions provided to ISS Solutions clients on a contract basis:

- IT Project Manager
- IT Network Engineer
- IT Server Engineer
- IT Desktop / Laptop Specialist
- IT Printer Specialist
- IT Systems Analyst

CE SERVICE SPOTLIGHT: Integrating Clinical Device Outputs to an Electronic Health Record

DuBois Regional Medical Center has been an ISS Solutions clinical engineering services client since 1978. Early in 2010, DuBois launched a hospital-wide project to integrate its electronic health record (EHR) system with an array of clinical devices. The project sought to link critical care monitors, ventilators, continuous cardiac output monitors, anesthesia machines, balloon pumps and bispectral index monitors directly to the EHR. The goal of such a highly integrated system is to enhance productivity and reduce the chance for errors in recording values. Areas targeted for integration included critical care units, cardiovascular and general operating rooms, and intensive care, gastrointestinal lab, and post-anesthesia care units.

ISS Solutions was an integral part of the EHR implementation team. Clinical engineering technicians were tasked with programming device adaptors and connectivity engines, setting up and testing systems within the hospital, and providing support for the system after it became operational. ISS Solutions is responsible for all clinical devices at DuBois, including hardware and network connectivity with the EHR. ISS Solutions' technicians are also trained to access the back-end software, allowing them to better troubleshoot clinical / IT device interoperability.

Parameters such as blood pressure, heart rates, S-T segment analysis, cardiac output and anesthetic concentrations are now collected by hardware and software interfaces and carried by the network, through which they are available to several EHR applications. A simple click of the mouse now allows vital signs to be imported into the EHR flow sheet. As a result, data are collected faster and more accurately. Healthcare providers can also view and manage clinical devices from any computer on the hospital network.

"It was a welcome new challenge for our team," said Jim Berger, Clinical Engineering Specialist for ISS Solutions. "The EHR device integration project at DuBois Regional Medical Center added another dimension to our clinical engineering role at the hospital. Clinical devices no longer stand alone. They are now part of the larger technology infrastructure deployed to increase hospital productivity and quality. We gained an in-depth understanding of how to integrate clinical devices with the IT network and advanced EHR software." ISS Solutions looks forward to applying the skills learned at DuBois on its next EHR integration project.

EMPLOYEE SPOTLIGHT: Jim Berger



Joe Hardisky, Vice President of Clinical Engineering, says clients have described Jim Berger, Clinical Engineering Specialist, as extremely trustworthy. "Our clients entrust Jim with some very high-end level projects."

Jim recently collaborated with a hospital's IT department and Cerner to configure devices that interface patient monitors and anesthesia units with electronic records. Now, nurses can import patient data, such as blood pressures, heart rates, and anesthetic concentrations into the patient record with a few mouse clicks.

Jim says he enjoys the diverse palette of activities. "One moment, I might be crawling under a critical care bed repairing a hydraulic leak; the next, I might be troubleshooting the software of a patient monitoring system. Or, I might need to help a customer with a regulatory compliance issue, or assist a fellow ISS Solutions employee."

Jim has been with ISS Solutions since 1978, when the company was founded as part of ECRI (now known as ECRI Institute). Jim is responsible for operations activities at several hospitals and clinics as well as three dialysis centers with over 40 machines and three reverse osmosis units. Starting out as the first ISS Solutions technician in Western Pennsylvania, Jim is now the operations manager in Western Pennsylvania and Eastern Ohio.

Joe Hardisky says Jim's clients and other ISS Solutions employees look to him because of his knowledge and experience. "Jim's work has contributed to the renewal of hospital contracts for lengthy terms and is evidenced by his invited participation on numerous hospital committees." Jim has mentored many ISS Solutions biomedical engineers and also supported the development of the ISS AssetManager clinical equipment management system.

Jim earned his AAMI/ICC Biomed Certification in 1990 and his BS in Business Administration at Penn State in 2003. He enjoys small boat sailing, hunting, and music. If you visit Western Pennsylvania, you might catch him playing guitar in a local blues-rock band.

MESSAGE FROM CEO: Welcoming MIS Employees and Clients

ISS Solutions announced on March 28, 2011 the acquisition of Medical Integrated Services, Inc. (MIS) of Cuyahoga Falls, Ohio. Since 1972, MIS has been delivering clinical engineering services to acute care hospitals, surgery centers, clinics and other healthcare organizations in Ohio, Michigan, and surrounding states.

While ISS Solutions' clinical engineering services heritage extends back to 1971, MIS' heritage began one short year later in 1972. Both companies share a commitment to developing long-term relationships with clients and delivering outstanding services. We are proud to continue MIS' shared values and tradition of service excellence. The acquisition of MIS supports ISS Solutions' strategy to expand its service area throughout the Eastern United States. Today, ISS Solutions serves clients in 22 states from Minnesota to Maine to Georgia.

Phil Wojcik, President of MIS, decided to retire from the business after 22 years as a healthcare administrator in Michigan, and 21 years as owner of MIS. Mr. Wojcik was seeking an organization that could be entrusted with the care of his employees and clients. After finding ISS Solutions, Phil knew that he could relax in retirement because his clients and employees would be taken care of. Mr. Wojcik was impressed that a leading healthcare organization like Geisinger Health System owned and operated a clinical engineering services firm that served over 100 clients in overlapping territories with MIS.

Phil Wojcik is continuing with ISS Solutions as a part-time executive consultant. To Phil, the MIS employees, and MIS clients, we welcome you aboard! Welcome to ISS Solutions.

Sincerely,

**CLIENT AUTHOR:
Mark Doak, Chief
Executive Officer,
Davis Health System**

Mark Doak is the Chief Executive Officer of Davis Health System. He oversees all operations of the healthcare system, including the flagship Davis Memorial

Hospital, primary and specialty care clinics, a pharmacy, sleep disorder center, cancer center, and a specialty women's healthcare center. Although Mr. Doak has worked at Davis Health System for the past thirteen years, serving as CEO for the past ten years, he approaches healthcare from his

background as a founding partner of an accounting firm, in which he specialized in healthcare accounting and finance.

Mr. Doak appreciates ISS Solutions' significant cost savings in Davis Health System's clinical engineering department. "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."

Mr. Doak's financial background gives him a different perspective on how to run the healthcare organization, but his ultimate focus is on providing the highest-quality healthcare. "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."