



Geisinger Health System Partners with ISS Solutions for Comprehensive Clinical Engineering Services across Geographically Distant Campuses



GEISINGER

SNAPSHOT

Organization: Geisinger Health System

Headquarters: Danville, PA

Business: \$1.7 billion healthcare delivery system in Northeastern and Central Pennsylvania

OVERVIEW

Challenge:

Provide comprehensive, cost-effective clinical engineering services to a large healthcare system spanning a broad geography (40 of 67 Pennsylvania counties).

Solution:

Capitalize on ISS Solutions' knowledge, experience, and broad geographical base to manage clinical engineering assets at all Geisinger campuses.

Benefits:

- Exceeded industry benchmarks in compliance, repair response, and satisfaction
- Turned clinical engineering program management over to an objective, technically proficient, focused partner
- Minimized operating costs, including extended clinical asset life, through a total cost ownership approach

ISS Solutions' responsibility is to provide total clinical engineering support to Geisinger Health System. This assures Geisinger: objectivity; management of economic, regulatory, and technological risks; and best practices.

100% of devices managed

ISS Solutions currently manages 100% of the clinical devices at Geisinger's three hospitals and over 40 clinics—everything from patient monitoring systems, to sterilizers, to linear accelerators. Over 50 ISS Solutions employees are charged with assessment, acceptance testing, preventative maintenance, repair, and disposal service for over 30,000 clinical devices.

Blanket geographical coverage

As Geisinger strives to provide patient care close to where patients live and work, they have strategically expanded facilities or acquired facilities in local communities. Since ISS Solutions is already managing other clinical engineering programs throughout the state, they have technical resources on-site or nearby. ISS Solutions can provide blanket geographic coverage to the entire Geisinger Health System with little or no wait for service.

High quality recommendations

Geisinger is strongly committed to high quality decision-making—decision-making that drives quality patient care. Geisinger management requires partners who can make well-formulated, informed decisions that most benefit patients. Because ISS Solutions engineers' daily focus is on clinical engineering, they are experts in this area. They provide well-researched and insightful recommendations to the Geisinger staff relating to the safety of clinical devices.

Integral to our team

Geisinger Executive Vice President and Chief Operating Officer, Frank Trembulak, sums the relationship with ISS Solutions as follows: "ISS Solutions engineers and technicians have done a great job serving the Geisinger clinical enterprise and are viewed as integral to the Geisinger team."

Exceeded industry benchmarks without exceeding budgets

Providing clinical engineering services to a healthcare system that has a large number of facilities in a rural geographical area can be difficult. Small facilities without internal resources may have to wait for service. Hiring more engineers can increase responsiveness, but drives up costs. Deborah Templeton, Geisinger Associate Vice President of Supply Chain Services, points out: "A lot of times, we can't wait three or four hours for somebody to travel from Pittsburgh or Philadelphia to provide service. ISS Solutions provides on-site, reliable, responsive service delivery and consistently comes in under budget."

Figure 1: ISS Solutions manages all Geisinger Health System's 30,000+ clinical devices including: assessment, acceptance testing, preventative maintenance, repair, and disposal service.



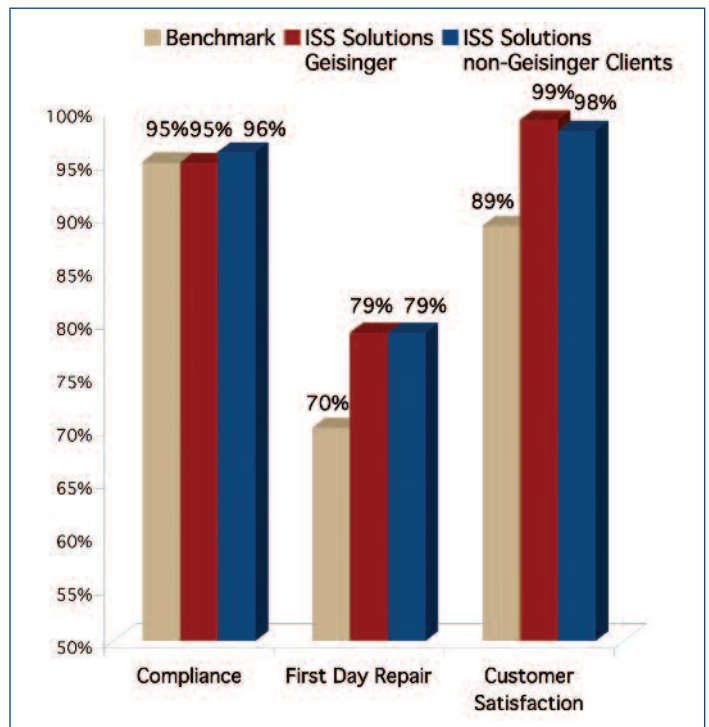
To monitor quality performance and client satisfaction, ISS Solutions tracks service outcomes and surveys customers every year. In Figure 2, the blue and red bars show ISS Solutions' performance versus industry benchmarks in tan. The Geisinger statistics reflects the results from a satisfaction survey of almost 200 internal administrative and clinical customers within the clinical enterprise.

"ISS Solutions provides more productivity, more efficiency, more cost savings, and more value to the organization."



— Frank Trembulak, Geisinger's Executive Vice President and Chief Operating Officer

Figure 2: ISS Solutions performance at Geisinger Health System and other clients compared with industry benchmarks



Turned clinical engineering management over to an objective, technically proficient partner


Because ISS Solutions is not tied to a particular clinical device manufacturer, their engineers make independent recommendations from experience. Rick Tevis, ISS Solutions Director of Clinical Engineering for Geisinger's main campus in Danville, Pennsylvania says, "It's our job to run the safest, most cost effective program that we can. To do that, we manage our own technicians, specialized sourcing agents, and contracts with key external partners."

Objectivity, coupled with seasoned, experienced engineers and technicians, enables clients to trust ISS Solutions to focus on quality, yet make cost-effective recommendations.

Since ISS Solutions is an independent, multi-vendor service provider, they can evaluate different clinical devices completely without bias. ISS Solutions can objectively determine if a healthcare device is safe or unsafe for patient usage and also evaluate new equipment for purchase.

When new equipment is purchased, Geisinger expects ISS Solutions engineers and technicians to become trained to service this new equipment. The experience in repairing all kinds of devices for Geisinger transfers easily to servicing new, cutting edge equipment for the healthcare system including: MRIs, linear accelerators, cardiac catheterization and angiography laboratories, patient monitoring equipment, lasers, dialysis machines, intra-aortic balloon pumps, perfusion machines, anesthesia machines, surgical robots, blood irradiators, and many other devices.

Figure 3: Examples of devices maintained by ISS Solutions at Geisinger Health System. In total, over 30,000 devices are inspected and maintained throughout the system.

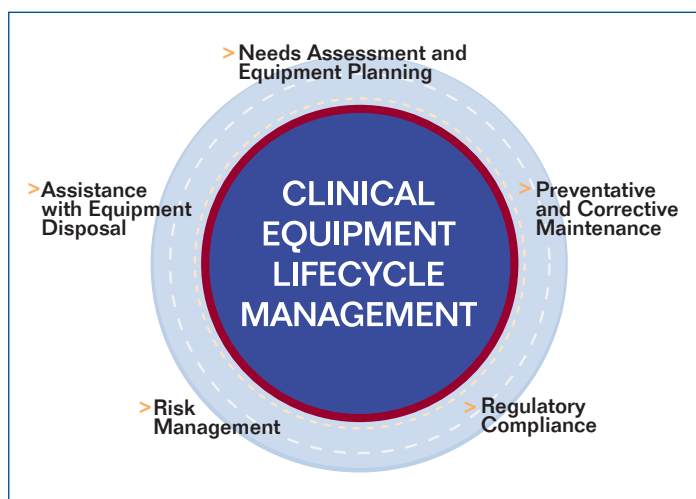
Biomedical	Radiology	Special Equipment
		
<ul style="list-style-type: none"> • Infusion pumps • Defibrillators • Lasers • Ventilators • Balloon pumps • Perfusion equipment • Patient monitoring systems (hardware and telemetry) • PCA pumps • Infant warmers • Blood warmers • Electrosurgical units • Nurse call systems • Fire alarms • Surgical robots • Surgical microscopes • Blood irradiators 	<ul style="list-style-type: none"> • MRI scanners • Linear accelerators • Cardiac catheterization labs • Angiography labs • Nuclear medicine equipment • Radio-Fluoro rooms • CT scanners • Mammography/Digital mammography • C-arms • Portable X-Ray units • Ultrasound scanners • Computed radiography equipment 	<ul style="list-style-type: none"> • Pneumatic tube system (with over 200 devices and 8 miles of pipe) • Wheelchairs • Stretchers • Sterilizers • Carts for electronic health record use • Medication carts • Suction regulators • Electronic beds • Special projects

Controlled operating costs through life cycle management

In addition to effectively maintaining and servicing clinical equipment, ISS Solutions also performs integrated equipment assessment and acquisition. ISS Solutions is involved in equipment recalls and is part of the planning and evaluation team for new technology at Geisinger.

In 2005, Geisinger acquired Mercy Hospital in Wilkes-Barre, Pennsylvania. Cynthia Brylinsky was responsible for evaluating all of Mercy's medical devices. Now Vice President of Administration Geisinger South Wilkes-Barre, Brylinsky comments: "When we purchased the facility, ISS Solutions did complete assessments of all equipment regarding what was safe for patient use. They had to look at every kind of

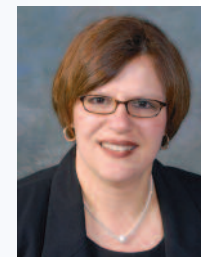
Figure 4: Geisinger Health System regularly receives recommendations from ISS Solutions on how to best manage its clinical assets. These recommendations have saved the health system thousands of dollars.



biomedical equipment that we had; access where it was in life; determine when it had been purchased; estimate the expected remaining life; determine whether the equipment was in good, fair, or poor condition; find out whether parts were available; and determine if it was under warranty. It was a pretty daunting task. Yet, we received excellent service from ISS Solutions, and they helped us maximize our resources and minimize our dollar outlay."

More recently, Ms. Brylinsky partnered with ISS Solutions to upgrade the hospital's radiology equipment. ISS Solutions made recommendations about the useful life expectancy of the equipment and proactively sought needed new equipment that would meet Geisinger standards. Additional purchasing considerations included physical space for each device and obtaining approval from the Health Physics department.

"Joint Commission examiners are not lavish with compliments; but, they said our performance was the best in the country in a number of areas. ISS Solutions has done a superb job of preparing us for inspections."



—Susan Hallick, R.N., Geisinger Medical Center's Chief Nursing Officer

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