



## ISS Solutions Delivers Promised Biomedical Equipment Services to Thomas Memorial Hospital



### SNAPSHOT

**Company:** Thomas Memorial Hospital

**Headquarters:** South Charleston, WV

**Business:** A 260-bed hospital that provides excellence in healthcare using advanced technology and a comforting touch.

### OVERVIEW

#### Challenge:

Find a biomedical equipment service provider that would deliver on its promises.

#### Solution:

Select a provider that teams both Sales and Operations together to develop, implement, and provide services tailored to the hospital's specific needs.

#### Benefits:

- Reduced equipment downtime and fewer complaints from hospital staff
- Increased availability and confidence in documentation and reports
- Technicians with specialized training and a "get it done" mentality

**Thomas Memorial Hospital was used to service providers over-promising and under-delivering.** — ISS Solutions differentiated themselves immediately by dedicating knowledgeable and professional Operations and Sales managers to them early in the sales process. Thomas Memorial Hospital Director of Materials Management, Jason Duffy, states: "I am used to salespeople over-promising and under-delivering because the service operations at most vendors don't have input into what is promised by the sales operations. ISS Solutions showed me early on that they were looking for a long-term relationship—not just a sale. Over a year after the contract signing, I continue to have a strong relationship with both ISS Solutions' service and sales managers."

An important factor in building the relationship between ISS Solutions and Thomas Memorial Hospital personnel was a clear focus by both organizations on delivering outstanding patient care. ISS Solutions is owned by a healthcare provider, Geisinger Health System in Central and Northeastern Pennsylvania. As such, ISS Solutions is driven by a patient-centric management philosophy.

Since ISS Solutions manages all of its parent's 30,000-plus clinical devices, as part of their evaluation of service providers, Thomas Memorial administrators visited Geisinger and spoke one-on-one with their counterparts in Facilities, Safety, and Nursing. Thomas Memorial Hospital Director of

Medical Surgical Services and Critical Care, Jackie Carnefix commented: "The trip to Geisinger proved that ISS Solutions 'walks the walk.' I spoke with the Geisinger people without the ISS people around, and I got a true feeling for what was taking place."

### Reduced equipment downtime and fewer complaints from hospital staff

Ms. Carnefix evaluates the performance of a biomedical equipment service provider by the amount of equipment downtime and staff complaints she encounters. She scores ISS Solutions at a 9 ½ out of 10 and says "You make one phone call to ISS Solutions and it's done. I don't have to worry about it."

As an example, Ms. Carnefix recalls a busy day when the census was close to capacity and a monitor went down in Critical Care. Without quick repair, admitting patients from the emergency room would be slowed. "I made a phone call, and the monitor was taken care of. That meant a lot."

Nanci Keenan, Thomas Memorial Hospital Operations Improvement and Safety Officer, agrees. "The number of complaints has dropped from our previous provider. The hospital staff is confident that equipment will operate properly, and they are very comfortable reporting any issues directly to ISS Solutions."

## Increased availability of maintenance documentation and reports

Ms. Keenan is the hospital's liaison with the Joint Commission and is responsible for making sure Thomas Memorial is prepared for an inspection at any time. She reports, "I can ask any of the ISS Solutions technicians for a report on any piece of equipment, and I receive the records immediately. They are always clear, thorough, and up-to-date."

In addition to providing documentation on select devices, ISS Solutions presents a monthly report that details the preventative maintenance and repair of all of the hospital's contracted biomedical equipment.

Ms. Keenan reports: "The most serious issue I've ever had to address with ISS Solutions is when I noticed that some of the equipment tags were fading from when equipment would be cleaned. You couldn't tell from the labels when the preventative maintenance was done. The ISS Solutions team took care of the issue by accessing their records and fixing the labels."

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"Taking care of hospital equipment is usually a routine task. However, its importance was stressed one day when a device went down in the middle of surgery. ISS Solutions promptly repaired the device and surgery was able to proceed as scheduled. We are very pleased with ISS Solutions and plan to expand our work with them into other areas."

—Cynthia Barnette, Senior Vice President, Thomas Health System

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"ISS Solutions can take care of our patient care equipment better than we can. This allows us to focus on what we do well, that is taking care of patients."

—Jason Duffy, Director of Materials Management, Thomas Memorial Hospital



## Technicians with specialized training and a "get it done" mentality

Thomas Memorial recognizes that maintenance and service of biomedical equipment is a specialty area, and acknowledges that this is why they have outsourced their program. Tim Lee, Thomas Memorial Hospital Director of Plant Operations, says "There's just too much beyond the scope of normal maintenance. Our ISS Solutions technicians are extremely knowledgeable."

Mr. Lee continues, "The ISS Solutions technicians really do an outstanding job. Whether it's an after hours response to an equipment failure or responding expediently to a patient need, the team makes it happen. My ISS Solutions team does whatever it takes because they have a 'get it done' mentality."

Cynthia Barnette, Thomas Health System Senior Vice President, reports that the hospital has found it is very difficult to educate and retain biomedical technicians. "Outsourcing has worked well for us. But, it is important that your service provider support and educate its staff. ISS Solutions has been very successful at retaining their technicians and providing continual education in a very specialized area."

Ms. Barnette reports that she has seen some very positive changes since ISS Solutions came to Thomas Memorial Hospital. "Downtime has dramatically improved, and I feel comfortable going into any circumstance where we need to pull up histories of equipment. The ISS Solutions team understands our philosophy, which is 'do it now, fix it now.' They have integrated very well with us."