ISS Solutions and Geisinger Health System

A Clinical Engineering Partnership
Corporate Fast Facts

**Geisinger Health System**
- $1.5 Billion, non-profit healthcare organization
- Approximately 9,900 employees
- Headquarters in Danville, PA

**ISS Solutions**
- $33 Million, for-profit subsidiary of Geisinger Health System
- Approximately 210 employees
- Headquarters in Langhorne, PA

**ISS Solutions offers 4 primary services**
- Clinical engineering
- Information technology
- Technology acquisition
- Help Desk
Geisinger Health System

Parent corporate entity: Geisinger Health System
Main campus: Danville, Pennsylvania
Founded: 1915 by Abigail Geisinger
President and CEO: Glenn D. Steele Jr., MD, PhD
Revenue: $1.5 Billion
Credit Rating: AA (S&P)
Market Served:
  – Central and northeastern Pennsylvania
  – 2.5 million population
  – 40 of Pennsylvania’s 67 counties
Scope:
  – Three medical centers; one tertiary/quaternary and two acute care hospitals
  – Three ambulatory surgery centers
  – An alcohol and chemical dependency treatment center
  – Thirty-eight regional outpatient clinics
  – An integrated, multidisciplinary physician practice employing nearly 650
  – One of the largest rural healthcare insurance providers (HMO, PPO)

Patient Care Profile:
  – 1.5 million outpatient visits per year
  – Over 40,000 inpatient discharges
  – 2,400 babies delivered
  – Over 31,000 operating room cases
  – Over 80,000 emergency visits
  – 2,500 patient air transports
ISS Solutions, a Geisinger company, provides specialized clinical engineering and information technology support solutions to healthcare and commercial organizations in the mid-Atlantic region.

For more than 30 years, our experts have helped organizations maximize their performance through timely, accurate and cost-effective clinical engineering and information technology support services that increase productivity and ensure regulatory compliance.

Our extensive offering is customizable and can be applied selectively or as part of a single-source managed services program.
1969 – In-House Clinical Engineering program begins at Geisinger Medical Center

1970

1979 – ISS Solutions providing service for Wyoming Valley, Pittston & Nanticoke Hospital (Now Geisinger Wyoming Valley)

1980

1984 - Geisinger purchases ISS Solutions

1990

1991 – Geisinger takes over management of the Geisinger Medical Center Clinical Engineering program

1995 – Geisinger clinical engineering employees become ISS Solutions employees

2000

2005 – New system risk-sharing contract model introduced

2010

Geisinger Clinical Engineering History
Guiding Principles

• **Contribution.** We enhance our clients’ business propositions by providing services that increase marketplace competitiveness.

• **Innovation.** We are innovative in our approach to the complex issues that challenge clients. We continuously improve our best practices and capabilities through investment in our employees.

• **Value.** We strive to generate sustained profitable growth in our business operations. We take pride in our balanced portfolio of services that provide synergy across all segments of our business. This investment provides the corporate stability that our clients’ expect.

• **Empowerment.** Because our most valuable asset is our employees, we maintain a corporate climate of open dialogue, encourage self sufficiency, foster teamwork, and expect mutual respect. Clear goals are communicated and supported by decisive leadership.

• **Responsibility.** We are cognizant of our duties to our shareholders, clients, and community. Integrity guides our dealings with business partners, clients, and shareholders.
Clinical Engineering: Fast Facts

- 30+ years delivering CE services
- 150 client hospitals
- 8 states, mid-Atlantic region
- Average client longevity - 14 years
- 90 employees - AAMI certifications, military training, OEM training
- Average employee tenure - 12 years
- State-of-the-art test equipment
- On-line maintenance and management documentation
- 24 x 7 Coverage
- Objective and independent
Clinical Engineering: Lifecycle Asset Management

- Lifecycle planning
- Cost analysis
- Independent and objective consultation

Needs assessment & planning

- Adherence to HIPAA and EPA regulations
- Documentation
- Logistics coordination

Disposal assistance

- Hazard & recall notices
- Spare parts inventory and warehousing
- OEM contract management

Acceptance testing

- Safety & operational verification
- User training

Risk management

- High-end imaging
- Biomedical
- Specialty equipment

Preventative & corrective maintenance

- Inspection planning
- JCAHO & State compliance
- HIPAA

Regulatory compliance

- Adherence to HIPAA and EPA regulations
- Documentation
- Logistics coordination

Inspection planning

- Adherence to HIPAA and EPA regulations
- Documentation
- Logistics coordination

JCAHO & State compliance

- Adherence to HIPAA and EPA regulations
- Documentation
- Logistics coordination

HIPAA

- Adherence to HIPAA and EPA regulations
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Snapshot of the Equipment We Maintain

- X-ray machines
- Patient monitors
- Ultrasound units
- EEG machines
- EKG machines
- Defibrillators
- Anesthesia machines
- Dialysis machines
- Electrosurgical units
- Suction pumps
- Hyperthermia apparatus
- Blood gas analyzers
- Sterilizers
- O.R. tables and lights
- Hospital beds
Benefits of our Clinical Engineering Services

• High value/high quality
  – Experienced/knowledgeable management
  – Qualified technicians
  – Responsive service
  – Documentation, indicators and benchmarks

• Verifiable cost savings
  – Contract consolidation
  – Service level optimization
  – Improved equipment utilization
  – Personnel efficiencies

• Regulatory compliance
  – JCAHO
  – OSHA
  – CAP, AABB
  – HIPAA
  – State/Federal
Benefits of our Clinical Engineering Services

• Personnel management
  – Turnover
  – Recruitment costs
  – Administrative costs
  – Back-up resources
  – Training

• Quality assurance
  – Employee selection and technical competency
  – On-going training and support
  – Client visits
  – Performance monitoring
  – Quality questionnaire
  – Service excellence
## Performance Monitoring

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<tr>
<th>Quality Measures</th>
<th>Actual %</th>
<th>Goals %</th>
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<tbody>
<tr>
<td>Customer Satisfaction</td>
<td>3.8</td>
<td>4.0</td>
</tr>
<tr>
<td>IPM Compliance*</td>
<td>98.5</td>
<td>&gt;95</td>
</tr>
<tr>
<td>Repairs Completed Same Day</td>
<td>83.3</td>
<td>&gt;70</td>
</tr>
<tr>
<td>Repeat Repairs</td>
<td>6.6</td>
<td>&lt;10</td>
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</tbody>
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Our Programs

**ISS Select**
- Our premium managed services program
- Receive services as one coordinated, comprehensive, cost-effective program customized to your needs
- Monthly pricing schedule based on number and type of technology assets and service levels

**ISS OnSite**
- Contract-based professional services & staffing
- Full-time and part-time options available

**ISS OnCall**
- As needed services charged as time & materials for Ad-hoc & project-based work
A Collaborative Approach to Specialized Solutions

**Initial Client Consultation**
- Environment & needs assessment
- Clarify & prioritize objectives
- Map business process
- Develop Scope of Work

**Product/Service Definition**
- Clinical Engineering
- IT Services
- Help Desk
- Technology Acquisition

**Solution Development**
- Your Custom Solution

**Execution & Ongoing Enhancement**
- Continual streamlining of services
- Further integration & development of knowledge base
- Budget review
- Client satisfaction monitoring
## Account Profile - Geisinger Health System

<table>
<thead>
<tr>
<th>Situation</th>
<th>Solution</th>
<th>Result</th>
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| • Ensure patient and operator safety  
• Comply with all local/state/federal regulations  
• Preserve the equipment capital investment  
• Manage Total Cost of Ownership | • ISS Solutions Clinical equipment inspection system  
• On-site staff with a wide range of engineering and service skills  
• Centralized equipment service including sub-contracting  
• Pre-purchase planning/installation/warranty management  
• Reporting of cost and savings to Geisinger Health System leadership | • Excellent ratings from accrediting agencies  
• Excellent ratings from customer surveys  
• Equipment down time decreased, equipment life extended  
• On budget with documented savings |
Why ISS Solutions?

• Mid-Atlantic coverage for all services
  – Nationwide coverage for Help Desk, technology acquisition and certain IT services
• 33 years of industry experience
• Specialized, expert solutions
• Single source provider
• Extensive long-term business partnerships
• Experienced management and technical staff
• Integrated services solutions
ISS Contact Information

**Headquarters**
2010 Cabot Blvd. West
Langhorne, PA 19047
Phone: 215-752-2221
Fax: 215-750-1510

**Regional Offices**
1192 Highway 315
Wilkes-Barre, PA 18702
Phone: 570-820-8100
Fax: 570-819-5771

109 McCracken Road
Danville, PA 17821
Phone: 570-271-0430
Fax: 570-271-1203

[www.ISSsolutions.com](http://www.ISSsolutions.com)