

# Case Study

Healthcare network's clinical equipment uptime rate climbs to 100% with Sodexo HTM Solutions

## Business Challenge

Sodexo Healthcare Technology Management (HTM) partners with this healthcare system at its two medical centers as well as its medical group practice. Sodexo oversees an inventory of 14,887 clinical devices with an estimated replacement cost of approximately \$254.4 million.

### Before Partnering with Sodexo



**Limited capital planning**

Budgeting challenges due to limited capital equipment planning



**High equipment downtime**

Significant clinical equipment downtime and expenses due to reliance on external technicians



**Inconsistent maintenance**

Inconsistent clinical equipment maintenance compromising regulatory compliance



**Limited HTM operations**

Opportunity for more comprehensive and efficient HTM operations, inventory oversight and resource management

# Sodexo's HTM Solutions

## Maintain regulatory readiness

Took significant corrective actions to remediate past regulatory issues and augment compliance moving forward with support from Sodexo's Center of Excellence national field service team

## Launched inventory and work order tracking system

Initiated remote access to a biomedical equipment database to submit corrective maintenance work orders, review department inventory and track repair status

## Reduce equipment damage and associated costs with safe handling procedures

Provide instruction in medical device use and cleaning to decrease physical damage and reduce client expenses

## Extend equipment lifespan

Conduct ongoing planning and budgeting to keep clinical equipment functional after its end of life and avoid emergency replacement, including leveraging Sodexo's preferred vendors for cost effective parts sourcing

## Initiated onsite repairs to boost equipment uptime

Moved the majority of repairs to an onsite Sodexo team of experts in biomedical and imaging equipment as well as consistently stock essential parts to accelerate repair time and increase equipment uptime

## Improved clinical equipment inventory management

Completed a comprehensive clinical equipment inventory with monthly amendments to maintain accuracy, including tracking of manufacture date, end of life, location and cost center

## Eliminated pass-through costs for vendor repairs

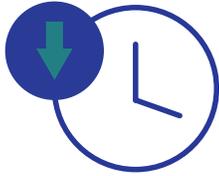
Cover fees for occasional external repairs in Sodexo's fixed-price contract

## Implemented accessory and parts ordering system for department managers

Enabled managers to directly order device accessories and replacement parts for physically broken devices

# 1-year Results

## Dramatically reduced repair time



72-hours-or-less turnaround on equipment repairs onsite – a measurable improvement from the previous 15-day average repair time and costs associated with external service

## Increased savings

\$152k in cost savings on parts, repairs and labor cost avoidance



## Contract guarantee

Provided upfront contract rebate guaranteeing a strong partnership with value adds in resource management, operational efficiencies, improved safety and innovative solutions



## Zero findings on compliance reviews

Zero findings on all regulatory compliance reviews during first year of service as a result of enhancements in safety, quality and onsite service

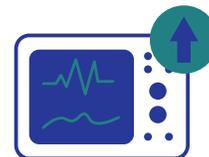
## Increased onsite repairs



90% of equipment repairs performed onsite – a significant increase from prior performance levels

## Increased critical device uptime rate

99.5% uptime rate for 34 most critical devices



## Increased patient safety

100% maintenance of device hazards and alerts to boost patient safety



## Boosted uptime rate

Continued to boost uptime rate for equipment from 98% at six months of service to 100% at one year of service

