

CASE STUDY

Delivering Long-Term Benefits for Riverside Health's Clinical Engineering Needs

Riverside Health in Newport News, Va., is one of the state's largest healthcare providers, serving more than two million patients annually. Becker's Hospital Review recently named Riverside Shore Memorial Hospital (RSMH) to its "100 Great Community Hospitals 2024" list.



Successful
**DNV
Survey**

Onboarded a
**14-person
team**

Validated
**24,000
Medical
Devices**

Riverside Health

Number of Facilities: Four Acute Care hospitals. Three specialty hospitals. 64 satellite facilities

Location: Southeastern Virginia

Number of Assets: 24,000 Medical Devices

A coverage area of 8,000 square miles

Opportunities

In early 2022, Riverside Health began considering the hiring of a new service provider to improve its clinical engineering program. The health system needed immediate help in preparing for a DNV accreditation survey. Riverside also needed to identify and create a service delivery plan for all of its medical devices and tackle any potential "open" work orders. And it wanted assurances that a new provider could deliver a strong management team, hire top-notch biomedical technicians, and quickly implement a plan to meet its goals.



Crothall's Healthcare Technology Solutions team immediately understood our needs, developed a plan to staff our facilities, and set up an inventory management program for all medical devices. Their thorough, methodical process and skills not only helped us with a DNV survey but has given us the confidence that they will continue to provide our patients and staff with the highest level of service possible.

— Thomas McVey, Director of Operations/Logistics Supply Chain, Riverside Health System



In April 2022, Crothall Healthcare Technology Solutions was selected as Riverside's new clinical engineering partner. During the implementation phase, the team developed and implemented several solutions to improve Riverside's healthcare technology management program, including:

SOLUTIONS

Solution 1:

A 90-Day Transition Plan

The implementation team developed a detailed project plan mapping out its process and a timetable to service the hospital's inventory of medical devices.

By meeting key goals and milestones within 90 days, Riverside would be prepared for its DNV survey.

Daily calls with key hospital stakeholders to provide status updates on the inventory process and review any critical issues.

After completing the inventory process, the team continued to meet weekly to prepare for the upcoming DNV survey.

Solution 2:

Onboard an Experienced Management Team, Technical Staff

Crothall performed a comprehensive workforce analysis to design the optimum staff size based on several factors: preventive maintenance requirements, corrective maintenance requirements, and internal/external benchmarks.

An organizational structure was designed to assure complete staffing coverage at all facilities, including:

- Dedicated technician for Riverside's Operating Room department
- Two technicians assigned to work full time at Riverside Shore Memorial in Onancock, Va., which is 94 miles north of Newport News

Solution 3:

Complete Inventory Management Program

The medical device inventory supplied during the Request for Proposal process was used as a baseline to validate during the onsite inventory.

Customized dashboards enable key stakeholders to effortlessly track performance and monitor the status and location of all medical devices.

RESULTS

0 Findings.

DNV Accreditation Survey Success.

Just 82 days after Riverside chose Crothall's HTS program, the health system was ready for its DNV survey. The survey was completed in September with no findings.

14-person Team Hired. Timeline Smashed.

All were hired before the "go-live" date, demonstrating Crothall's ability to meet Riverside's timetable and recruit talented local and out-of-state job candidates in a difficult labor market.

This team includes a highly skilled clinical engineering director with 17 years of experience, who has previously overseen 12 separate DNV surveys.

Crothall also hired three technicians from the previous staff based on recommendations from hospital managers.

24,000 Devices Verified. Complete Inventory Visibility in 60 Days.

Within two months, Riverside gained clear visibility into the full medical equipment inventory on hand. This process included identifying, photographing, and standardizing the devices to ECRI nomenclature.

All open work orders were reviewed and serviced.

Optimize your healthcare technology management solution—contact Crothall today and ask about our FREE clinical engineering evaluation.

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