

CASE STUDY

Bidding Farewell to OEM Dependence: Infirmary Health's Path to \$2M in Savings.

Infirmary partnered with Crothall's Healthcare Technology Solutions to standardize healthcare technology management (HTM) across their system, deliver cost savings through reduced reliance on OEM service contracts, and quickly address emergency service needs.

Infirmary Health System

Three Acute Care Sites,
Three Post-Acute Care Facilities,
Three Ambulatory Surgery Centers

Location: Alabama

Total Beds: 932

Medical Device Inventory: 20K Devices



\$2M
Annual
Cost Savings

1 hour
Guaranteed
Emergency
On-site Response

98%
Mission-Critical
Device Uptime

A comprehensive evaluation of Infirmary Health's healthcare technology management program revealed several key areas for improvement, highlighting opportunities to enhance efficiency, streamline processes, and elevate the overall quality of service:

Cost Dynamics: Costly training expenses and high parts costs often lead in-house HTM programs, including Infirmary Health, to rely on Original Equipment Manufacturer (OEM) service contracts. This reliance underscores the opportunity to enhance operational efficiency and cost-effectiveness within the program.

Process Variability: Varied processes and procedures across Infirmary's facilities have introduced inefficiencies and inconsistencies in quality, alongside potential safety risks. This highlights a crucial area for improvement.



We evaluated multiple vendors to assist us with our equipment and technology management program. After multiple vendor proposals and presentations, it was very clear that Crothall was best positioned to manage this arena for us. We have been very pleased with their implementation of a standardized solution across all of our facilities. Their quick response and vetted sources for OEM parts have helped ensure uptime of our imaging equipment. After-hours support and quick movement to source parts have proven to keep critical equipment in service with minimal impact to operations.

— Alan Holley, Senior Vice President Supply Chain and Support Services, Infirmary Health Inc.



One standard, one solution, spanning three acute care facilities, three post-acute care facilities, and three ambulatory surgery centers.

SOLUTIONS

Solution 1:

Prioritize in-house and regional expertise to reduce reliance on costly external OEM contracts.

- Integrate existing team of 22 biomed technicians and imaging engineers. Attract top-tier talent to further build a capable, responsive in-house team ready to meet the system's needs.
- Implement comprehensive training to enhance the team's skills in preparation for the transition from OEM service contracts.

Solution 2:

Centralize and streamline service requests and standardize operations across all three hospitals to address inefficiencies stemming from varied service processes.

- Introduce a single point-of-contact and unify procedures through standardized practices, operating instructions, and Medical Equipment Management Plans (MEMPs) to ensure consistent, high-quality service delivery.

Solution 3:

Leverage Crothall's extensive network of regional resources, remote support, and a specialized team from Gulfport Hospital, MS, to gain additional imaging expertise.

- Strategically located forward-stocking locations facilitate quick access to critical parts and components, enabling faster service resolution and minimizing downtime.

RESULTS

\$2M

Annual cost savings by reducing reliance on OEM service contracts

1 hour

Guaranteed emergency service response time

Significantly faster than OEM

98%

Uptime for mission-critical equipment

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

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