

CASE STUDY

# Streamlining Radiology Equipment Service Across 13 Hospitals Delivers 30% Cost Reduction

Beth Israel Lahey Health (BILH), a network of 13 acute care hospitals partnered with Crothall Healthcare Technology Solutions to standardize and consolidate its service solution, seeking a more streamlined and cohesive approach to servicing radiology equipment.



 **30%**  
Annual Cost Savings

 **1 hour**  
Guaranteed emergency on-site response

 **23%**  
Increase in Customer Satisfaction

## Beth Israel Lahey Health

- 13 Acute Care Sites
- Location: Eastern Massachusetts and Southern New Hampshire
- Total Asset Count: 748 Imaging Devices

BILH's previous service delivery model utilizing multiple OEM contracts managed by individual hospitals presented significant challenges in maintaining consistent service quality and operational efficiency across the system.

- Higher Costs
- Lack of Standardization
- Disparate Systems for Tracking Maintenance
- Vendor Management Complexity
- Inconsistent Service Delivery

The health system saw an opportunity to address these issues by moving to a more centralized service delivery model, streamlining vendor management, and implementing standardized procedures to ensure consistent quality and efficiency across the system.



Managing diagnostic imaging equipment across our hospitals was challenging because of the numerous OEM contracts. However, thanks to Crothall Healthcare, we were able to transform our approach and achieve a more streamlined and cohesive system by standardizing and consolidating our service solution. The response time to repair equipment is much quicker and we now have a central database that gives everyone a singular view of our medical assets. As a result, our clinical team has confidence in Crothall's ability to maintain and repair our critical imaging equipment.

— Ahmad Ateyat MS, PMP - HTM Manager, Vendor Services, Beth Israel Lahey Health



# Crothall standardized operations across all 13 hospitals, enhancing efficiency, reducing costs, improving response time, and ensuring availability of critical equipment.

## SOLUTIONS

### Solution 1:

#### Develop In-House Expertise. Reduce OEM Reliance.

- Recruited and hired top-tier imaging engineers with specialized skills tailored to the BILH's equipment mix to support both current equipment and devices with expiring OEM service contracts.
- Developed a comprehensive training program to effectively support both current equipment and devices with expiring OEM service contracts.
- Bolstered the on-site team with regional and national support specialists including a Regional Technical Director.
- Enhanced communication using critical device alerts and work order surveys, driving continuous improvement.

# 30%

Annual cost savings by reducing reliance on OEM service contracts

### Solution 2:

#### Centralize data, streamline service requests and standardize operations to address inefficiencies from varied OEM processes.

- Standardized practices, single medical equipment management plan across the system to ensure consistent service delivery.
- Implemented a unified service request platform, centralizing all service requests, eliminating the need for hospitals to contact OEM.
- Centralized database and streamlined reporting/documentation processes for regulatory agencies and key stakeholders.

# 1 hour

Guaranteed response time for critical devices 24/7

Significantly faster than OEM

### Solution 3:

#### A Parts Strategy to ensure vital equipment is available.

- Identified assets with high failure rates creating on-site depots stocked with frequently used and critical parts for replacement and repairs 24/7.
  - Pinpoint end-of-service/high failure assets for priority replacement
- Resolve issues efficiently and effectively during the initial contact

#### End-of-Service-Life Support (EOSL)

- Including replacement guidance for devices at EOSL, factoring in technology advancements, patient care, and revenue impact.

# 23%

Increase in Customer Satisfaction

Faster response time, first contact resolution, replacement strategy for aging devices

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