

Dameron Hospital Stockton, CA

Dameron Hospital is a 200-bed not-for-profit community hospital, serving the Stockton, CA area for almost 100 years. Dameron has established itself as a vital part of the community, offering a broad range of health services. Since early 2001, Crothall Services Group has delivered top quality support to Dameron through Environmental Services and Plant Operations & Maintenance. In January 2006, Crothall began performing Clinical Equipment Services as well.

Seeking Expertise

Administration of Dameron's Biomedical Engineering department was being handled by a coordinator from Purchasing, and the documentation from their

current service provider did not cover all of the equipment within the facility. This made it extremely difficult to produce reports for managers and committees, as well as keeping adequate documentation necessary to fulfill the various regulatory requirements.

Dameron was interested in obtaining outside help from a company with a proven track record, extensive knowledge of its systems, and guaranteed performance. Additionally, the company had to be able to fit with the culture of the hospital and truly understand its unique needs. Dameron chose Crothall Clinical Equipment Services because, according to COO Nicholas Arismendi, "They demonstrated a complete knowledge of their business and our hospital. They brought proven processes and strategies to the table and helped us gain an understanding of where the challenges would be in transitioning this account. People, processes, and a proven program made the difference."

Diagnostic Imaging: The Test

Crothall Director Ken Rutledge focused initially on the Diagnostic Imaging department as a clear chance to prove his department's worth. He saw it as one of the most high profile areas, with a great opportunity for

TO EARN TRUST, Crothall Invests in Partnership



❖ Crothall associates operate on Dameron's CT scanner



“People, processes, and a proven program made the difference.”

cost savings. However, the challenge that outsourced biomedical service providers must address is the perception that they are not sufficiently qualified to take care of the needs of Diagnostic Imaging, because of the advanced skill set required to service its many challenging technologies.

Director of Diagnostic Imaging Thomas Beck was initially skeptical. After 24 years, he was being asked to give up sole control of the equipment, including the hospital's only CT scanner, to a biomed tech. The scanner was several years old, there were few technicians qualified to service it, and it had been experiencing recent problems.



❖ Nicholas Arismendi,
Chief Operating Officer,
Dameron Hospital

Crothall's strategy was to keep the CT scanner online for as long as possible, with minimum downtime, until the time a decision to replace it with newer technology can ultimately be made. There was a need to ramp up the service schedule of this vital piece of equipment, and the existing service contract, through a company based in Israel, was not meeting the hospital's requirements for rapid turnaround.

Crothall increased the frequency of preventive maintenance for the unit from quarterly to once every two weeks. Additionally, Crothall invested in training for one of its technicians, Chad Ewing, enrolling him in a two-year program to become an Imaging Engineer. In Chad, Dameron now has a qualified, on-site resource to address the complex needs of its Diagnostic Imaging department. The resulting sharp reduction in service calls to the manufacturer has saved approximately \$50,000.

The solution has been a great fit, and Thomas Beck is highly satisfied: “I can now rest assured, knowing that service on the scanner and all other imaging equipment is in good hands. It is an invaluable asset to know that I can consult someone in the field who has a vast knowledge of Imaging equipment and resources.”

Benefits Throughout the Hospital

Crothall has had an impact on all areas of the hospital, including the Finance department. At the start of the partnership with Dameron, Crothall assumed responsibility for 28 of the 37 existing medical equipment service contracts, representing over \$230,000. Crothall has already been able to eliminate 20 of these, and is on schedule to take over the remaining nine contracts, totaling an additional \$130,000.

In one example of Crothall leveraging its expertise to find additional cost savings, Crothall was able to prove that a manufacturer had defaulted on its service contract for a piece of equipment in the Cardiac Cath Lab. The hospital was not only able to cancel the contract, saving \$71,500 per year, but also forced the manufacturer to absorb \$11,000 worth of parts and labor for which it was liable.

Completion rates for both preventive and corrective maintenance are close to 100%, and by taking many previously contracted repairs in-house, Crothall now performs 95% of all work orders. The proactive and competent service track record has won the team many advocates among the hospital staff, reflected in a 96% “very satisfied” rating on customer survey responses. For Crothall, every new test is an opportunity to shine. Every day is another chance to remind the customer of the value that partnership with Crothall brings.