

Shands Jacksonville Medical Center Jacksonville, FL

Shands Jacksonville is a 696-bed teaching hospital affiliated with the University of Florida, providing Level I Trauma care.

Providing this array of complex services requires equally complex medical equipment. Cost and repair of this equipment quickly became an issue for the Hospital administration.

As Shands Jacksonville grew more dependent on its imaging and biomedical equipment, maintenance and repair costs continued to escalate.



“ I had a lot of concerns when we set out to do this. Now I am positive that I placed my trust in the right people. ”

Greg Miller
Vice President, Hospital Operations

❖ Escalating Costs & Downtime Issues

In addition to costly service contracts, new equipment requests were submitted by individual departments without comprehensive evaluation of the equipment. Often these requests did not meet standardization needs.

Confronted with escalating costs and downtime issues, Shands Jacksonville sought to outsource management of its Imaging and Biomedical Engineering Department. The partner they chose would have to strategically manage complex equipment contracts, play a role in capital equipment replacement and acquisitions, and reduce costs and downtime.

❖ Expertise Inspires Client's Trust

The result was that in August, 2002, Professional Services, now a member of Crothall Services Group, was chosen over four other competitors, according to Greg Miller, because, “It was apparent that they were more knowledgeable about the operations of the department. It was the quality of the analysis that convinced me to choose them over some highly qualified competitors.”

Regional Manager Kelvin Dirks went to work appointing Director of Biomedical Engineering Gayle Couture, an experienced leader and biomedical engineer, supported by a sizable start-up team. Together, they installed systems and provided in-depth training for staff.

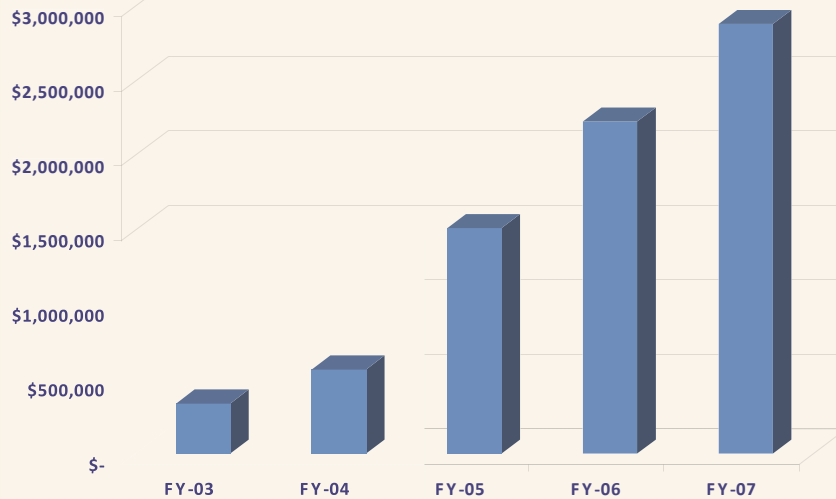
Gayle Couture's expertise and strong on-site leadership skills combined with our specialized corporate support proved valuable to Greg Miller and the Biomed team throughout the transition process.



UPTIME
RELIABILITY &
SAVINGS
GUARANTEED



Cumulative Savings



This was especially important when management of all OEM service contracts within various revenue-producing hospital departments was centralized within our Imaging and Biomedical Engineering program. Reliability was essential to earning department trust.

“We now have someone on campus that the departments trust to get what they need done in an efficient and timely way,” Greg Miller commented. “Even some departments that were initially skeptical are now believers.”

Reducing reliance on OEM service contracts and bringing maintenance and repair of imaging and medical equipment via our on-site program produced substantial cost savings. Greg Miller credits the specialized corporate support provided by Kelvin Dirks as well as Gayle Couture’s expertise.

“They are a great combination,” Greg Miller comments. “Our own Biomedical department is now able to perform maintenance on all equipment -- even the new state-of-the-art pieces -- because they are led by a strong team leader and are, themselves, trained experts in this field.”



Director Gayle Couture (2nd from L, Front) and her team of experts at Shands Jacksonville

We immediately demonstrated expertise in managing several vendor contracts that resulted in savings of over a half million dollars in the first 2 years of operations and almost \$3 million by the end of year 5.

Shands Jacksonville now relies on Gayle Couture and her team for strategic technology and equipment planning. “The hospital includes her as an intrinsic part of its request review process,” commented Greg Miller. In this role, she works with her client departments to create a strategic mission-based needs analysis, assessments of both industry trends and local needs, and a cost/benefit analysis of the equipment they are proposing to acquire. She then develops specifications for equipment vendors, negotiates contract terms, and completes a comprehensive life-cycle based bid comparison and analysis. After purchase, she also coordinates training on the equipment and plans ongoing maintenance in her system.

As for regulatory compliance, The Joint Commission has regularly complimented the Shands Jacksonville team’s documentation and several other regulatory agencies have recognized Shands Jacksonville’s compliance with their requirements.

2008 Governor’s Sterling Award...recognizes healthcare systems that stand as a role model for performance excellence:

- ❖ **Biomedical Engineering’s role is to provide a safe, consistent and comfortable environment for Shands Jacksonville’s patients, visitors, students, and staff. They accomplish this through the continuous evaluation, improvement, and maintenance of an equipment program that enhances and improves all aspects of the safe use of medical and imaging equipment supporting patient care.**