

CASE STUDY

Regional medical center achieves clinical equipment uptime of 99% while reducing costs through HTM partnership with Sodexo

Business Challenge

One of Sodexo Healthcare's partners is a private, non-profit, regional healthcare system that offers advanced medical services to more than 300,000 people in 25 towns. Sodexo provides HTM services to this healthcare system, maintaining thousands of clinical devices across its 179-bed medical center plus eight additional locations including acute, primary, specialty, and rehabilitation centers.

The healthcare system was faced with:

- High rates of equipment downtime due to lagging response times for clinical equipment repairs
- Increasing service-related costs
- Staffing shortages stemming from the COVID-19 pandemic
- Regulatory compliance and transparency challenges

**Sodexo's
coverage cost
is on average
20% lower
than going
through an
equipment
vendor**

Sodexo's tailored solutions

An experienced onsite team

Established a team of experts onsite at the healthcare system locations, including a senior biomedical equipment technician (BMET III) and a senior imaging service technician (ISE II), that quickly responds to clinical equipment issues to reduce interruptions to patient care.

Staffing contingency

Split the HTM team into two interchangeable groups to ensure alternate staffing during the COVID-19 pandemic.

Compliance and quality

Implemented Sodexo's proprietary software system with a live dashboard to track regulatory compliance and KPIs with monthly reports for the hospital safety committee.

Guaranteed savings

Reduced costs through a combination of savings on vendor contracts and sourcing parts and depot repairs through Sodexo's preferred resources.

Results



99%

Clinical equipment uptime
(an increase from 85%)



12%

Cost avoidance annually



Zero findings

On the first regulatory review within
six months of implementation



COVID-19 response

Despite an HTM staffing shortage and ongoing requests to redeploy equipment across units during the pandemic, equipment maintenance rates remained high.

100%

Completion of preventative maintenance for
biomedical and imaging equipment