

# Healthcare Facility Achieves Process Improvement Success, Reduces Costs With Innovative Equipment Management Program

## Introduction

This case study is based on a June 2017 survey of Agiliti customers by TechValidate, a 3rd party research service. The profiled hospital in this case study was focused on reducing their medical equipment costs, increasing utilization and improving speed to therapy. The hospital selected Agiliti' on-site management program to fix their fragmented processes and to help them achieve their process improvement goals.



“As a result of the on-site equipment management program, we’ve been able to reduce our costs (rental spend, capital purchases). With Agiliti, we don’t have to reinvent the wheel. Their on-site experts and proven track record have helped us to meet our process improvement goals.”

- Chief Operating Officer

## Challenges

The profiled hospital selected Agiliti' on-site equipment management program to address the following business challenges at their facility:

- Equipment availability (shortages)
- Equipment utilization (% time in use)
- Nurse productivity
- Nurse satisfaction
- Equipment tracking
- Equipment cleaning and documentation
- Equipment delays (time to therapy)
- Medical equipment rental costs

## Use Case

Today, the profiled company relies on Agiliti' on-site equipment management program and staff to manage the following equipment types:

- Infusion pumps
- Specialty beds and therapy surfaces

When asked, the Chief Operating Officer of the profiled company indicated that there were two highly differentiated capabilities of the on-site program that separated Agiliti from the competition:

- Equipment delivery to the patient's room / floor
- Equipment utilization (% time in use)

## Results

The profiled company agrees that the on-site equipment management program is highly valuable to the success of their facility, and Agiliti helped them to realize the following results:

- Reduced capital purchases
- Reduced the amount of lost equipment
- Increased nurse experience
- Improved equipment utilization

When asked what the impact would be if the on-site equipment management program went away, the hospital identified the following consequences:

- Lowered equipment availability
- Increased time to therapy / treatment delays
- Unplanned capital purchases
- Increased rental expenses
- Increased nursing complaints / frustration
- Decreased staff productivity

In evaluating the on-site equipment management program, the Chief Operating Officer also commented:

**“It is more expensive to recreate the wheel. Agiliti has a proven track record and hires experts to get the job done with their program.”**

### Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company:  
**Mid-sized Healthcare Facility**

Bed Count:  
**100-300 Beds**

Industry:  
**Healthcare**

### About

Agiliti is a leading nationwide provider of healthcare technology management and service solutions to the healthcare industry.

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