

3 Ways Your Healthcare Equipment Distributor Can Help Your Hospital Retain Staff, Improve Efficiencies, and Contain Costs



Delivering a Better Experience

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Staff retention, improved efficiencies, and cost containment are the name of the game in an industry that is, in many ways, still reeling in the aftermath of the staffing shortages and escalating equipment prices that have dominated the last several years.

For hospitals the search is on for ways to offset the cost of medical equipment and contracted staffing.

Leveraging the medical equipment expertise, project management team, delivery and installation services, and biomedical services of a healthcare equipment distributor just may be the golden goose.

Medical Equipment Expertise

Most healthcare equipment distributors have some medical equipment knowledge but because they are not focused solely on medical equipment, they are not equipment experts. Helping hospitals procure medical equipment is more than placing the order and making the delivery.

It's about applying medical equipment expertise to help hospitals choose equipment that prioritizes staff safety.

Healthcare professionals employed by facilities who prioritize their safety are less likely to leave, easing challenges associated with diminished staffing.

Although preventing injury to staff is most important, minimizing the cost of work-related injury and the impact on patient care runs a close second. According to OSHA the cost to replace a healthcare worker leaving the profession due to injury is **estimated to be between \$27,000 - \$103,000 per nurse**. This figure represents the direct costs of workers' compensation and the indirect costs associated with separation, recruiting, hiring, impact on patient care, and orientation and training.

Additionally, medical equipment experts are familiar with regulations governing medical equipment and are qualified to offer safety feature recommendations.

It's about helping configure features and accessories to help improve staff workflow efficiency.

The number of product features and accessories can be overwhelming. Medical equipment experts in partnership with manufacturers can help purchasing departments navigate the selection of options across multiple manufacturers and work with them to configure a product designed to improve patient care workflows.

“ It was the savings, the storage, the direct-to-site delivery included in their white-glove service and, most importantly, CME's flexibility and speed in working with the healthcare system.”

Manager of Strategic Sourcing

As the intermediary between the hospital and manufacturers, medical equipment experts not only help configure equipment for optimal efficiency, but they can also positively impact the workflow of purchasing departments by taking care of the time-consuming business of collecting quotes from multiple manufacturers.

It's about helping plan and purchase equipment to maximize space and workflow.

Thoughtfully planned medical equipment purchases can positively increase revenue. Consider an exam room. Exam rooms designed for efficiency can improve workflows to such a degree that more patients can be seen. More patients can equal more revenue.

Choosing the best and most appropriate medical equipment for your facility can help improve staff retention, workflow efficiencies, and in some cases increase revenue. Leveraging project management, white glove delivery, and installation services offered by healthcare equipment distributors can also positively influence efficiency and help save money.

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Project Management, Delivery and Installation

Most healthcare equipment distributors manage orders in some way and deliver equipment, often with contracted third parties who may or may not know anything about medical equipment, or care. Managing and delivering medical equipment is about more than scheduling a delivery.

It's about helping prevent the cost of a delayed facility opening.

Large medical equipment orders, especially those associated with construction or renovation projects can cost healthcare facilities upwards of \$400,000 per day in lost revenue if they are managed poorly and delivery issues cause a delay in opening. Taking advantage of single point of contact project management services for procurement, logistics, and delivery services can not only help avoid costly delays but can, in some cases, return savings.

Case in point, a Maryland based healthcare system saved \$182,300 and opened two new facilities on time using the project management and delivery services offered by their healthcare equipment distributor. As the single point of contact for the healthcare system, the project manager guided the project from the moment equipment orders were placed, tracked those orders, and coordinated the receiving, warehousing, assembly, staging, delivery and installation teams to ensure the equipment was ready for patients as scheduled.

Hospitals can also leverage the expertise of project management teams by shipping products sourced directly from a manufacturer to a distributor's warehouse where they can be stored and properly managed.

It's about overcoming challenges to help save hospitals the cost of replacing damaged equipment that can delay facility openings.

For PeaceHealth, their healthcare equipment distributor's project management and delivery teams were instrumental in ensuring all equipment was delivered undamaged. This helped prevent delays to the [opening of the Ketchikan Medical Center](#), despite next level logistical challenges.

In addition to the project management tasks associated with order tracking, and receiving and

"It was a tremendous organizational and logistics requirement, and everyone associated with the project is happy with the results."

Ed Scovil, Northwest Director,
Supply Chain for PeaceHealth

storing medical equipment in a warehouse, the distributor managed the logistics and scheduling of shipping 500 pallets of new medical equipment on barges from the Seattle warehouse, over open water, to Ketchikan Island.

On the island the distributor's installation teams faced limited space for assembly, staging and warehousing, limited trucking services, and limited lodging. Rounding out the challenges, Ketchikan Medical Center is not accessible from any highway.

Despite the challenges, medical equipment deliveries remained on schedule and all equipment was delivered and installed undamaged, saving PeaceHealth costs associated with a delayed opening and replacing damaged equipment.

It's about helping hospital facilities departments improve efficiency.

Delivery and installation services can also help improve the efficiency of facility teams. Facility staff diverted to installing new equipment are unable to attend to day-to-day duties, causing a significant disruption to workflow. Leveraging expert installation services offered by an equipment distributor ensures the equipment is properly installed and ready for use. Distributor biomedical teams often compliment the installation teams with equipment check-in, asset tagging, and incoming safety inspections.

Biomedical Services

Claiming to be a one stop shop healthcare equipment distributor means more than offering a large selection of products. It means being there after the sale, after the delivery.

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THE PROJECT


CUSTOMER CHALLENGES


NewYork-Presbyterian (NYP) had nine main facilities, all managed by different biomedical teams.

All items had to be found, inspected, RFID tagged and data points collected.

The work schedule needed to maximize time spent on campus while limiting disruption of NYP healthcare workers and their work flow.

 **CME had to collaborate with all parties involved. NYP provided CME with an asset list to start with and CME meticulously worked through the list finding approximately 30,000 discrepancies during the project.**

 **CME submitted daily reports of all data collected including Manufacturer, Existing/New Control Numbers, Model/Serial Number, Condition, Location, Inspection Status. This allowed NYP full oversight and transparency in the process.**

 **CME demonstrated the utmost flexibility. Each department was accessible at different times of day. CME could start their day at 4 a.m. and end their day at 1 a.m.**

"The biomed inventory at NYP was a complex and multiphase project that required attention to detail and flexibility... Over the course of the inventory, we faced many obstacles and hurdles weekly, and, at all times, we always had clear communication and cooperation from CME."

– Gary Awkard,
Senior Finance Analyst,
Information Technology Program
Lead, IT Fellowship Program at
NewYork-Presbyterian



100,000+
pieces of
equipment



700,000+
data points
gathered



30,000+
discrepancies
resolved



13,500+
Hours spent by CME
biomed techs



18
months

It's about ensuring new medical equipment is ready for use.

In-house biomedical departments are often stretched thin, especially during a construction or renovation project. Biomedical engineering technicians (BMETs) contracted from a healthcare equipment distributor can help ensure equipment is ready for service by performing check-in inspections and testing. Medical equipment that is not fully functional can delay the opening of a new facility causing substantial revenue losses.

Supplementing in-house BMET's with contracted biomedical services for new equipment testing and electrical safety inspections can also help improve the efficiency of in-house BMET's by freeing them to attend to daily maintenance and repairs. In this way the cost of overtime can be mitigated, if not eliminated. Often, the cost of contracted BMET's is less than the cost of overtime. Supplementing in-house biomed teams with contracted BMET's can also reduce staff burnout.

It's about helping hospitals save the cost of replacing missing equipment.

Asset tagging during medical equipment check-in or during an asset validation project by contracted biomedical teams can save a hospital the cost of replacing misplaced medical equipment. According to a recent article, during their useful life, **10%-20% of mobile assets are lost or stolen, at an average cost of \$3,000 per item.** For a system like New-York Presbyterian with over 100,000 devices a loss of only 10% can incur a cost of \$30M.

With asset tagging staff know where equipment is which reduces the time spent looking for equipment, improving efficiency and perhaps even saving a life.

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It's about helping prevent equipment downtime and the costs downtime incurs.

Advanced medical equipment is integral to accurate diagnoses, effective treatment, and critical for lifesaving. That medical equipment must always be in optimal working order is a nonnegotiable point. Unreliable or failing equipment can cause disruption to patient care as well as incur significant costs. While actual revenue loss can vary from one device to another, a hospital can expect to lose thousands per device in only a few hours.

With scheduled maintenance of medical equipment such as Vital Signs Monitors, AEDs, Defibrillators, Autoclaves, Infusion Pumps, Suction Units, Ventilators, Beds, Stretchers, Wheelchairs, and Patient Lifts by biomedical technicians contracted through healthcare equipment distributors, equipment downtime can be mitigated, or

"CME was extremely flexible and efficient. Their techs were knowledgeable and very communicative. They saved the healthcare system team time and helped get the facility open on schedule"

Heidi Penfold, Principal and Senior Planner,
Envision Planning

prevented, saving time, and money.

Within the healthcare industry there are healthcare equipment distributors large and small. It is a safe bet that all can source quality medical equipment at competitive pricing. But how many:

- only specialize in medical equipment,
- offer project management, white glove delivery and installation, and biomedical services, or
- are truly a one-stop-shop?

CME Corp. is the only one... nationwide.

CME Corp, the healthcare equipment distributor chosen by the organizations named in this article and thousands of others across the nation is a true one-stop-shop. They are the only healthcare equipment distributor with equipment experts, project management teams, delivery and installation services, and biomedical services to help hospitals retain valuable staff, improve efficiency, and contain costs.

CME Corp is also the only distributor in the United States solely focused on healthcare equipment. Over the last forty-five years CME has built relationships with leading medical equipment manufacturers and can source quality medical equipment specific to the healthcare facility needs. These relationships and the volume of equipment ordered allow CME to offer better medical equipment pricing to healthcare clients.

Logistics, Direct-to-Site, and Biomedical services distinguish CME Corp. from other distributors.

Managing purchase orders, receiving, inspecting, assembling, scheduling, delivery, and installation of medical equipment without impacting patient care are all part of CME's unique logistics and Direct-to-Site Services.

Biomedical services have been at the heart of CME for over 45 years. With this expert experience CME can support biomed teams to ensure equipment is installed, tested, calibrated, and ready for service.

From healthcare equipment purchases to renovations and facility construction, CME Corp is your partner in the search for ways to retain staff, improve efficiency, and contain costs.

For more information about CME Corp.'s turnkey services, call 800-338-2372, [email](#), or visit us online at cmecorp.com.