



# How to optimize equipment maintenance budget leveraging in-house team in a partnership contract

## In-house team profile

There are 3 engineers working in the hospital, who share responsibility over equipment portfolio in Östersund Hospital and 9 clinics within Jämtland County. Each engineer is responsible for specific specialty, but knowledge is shared very effectively among the whole team. *"We document our daily work by managing an internal knowledge database, where we register all equipment issues that we have managed along with identified solutions"*, says Håkan Olsson, Medical Technical Engineer. *"This helps the members of our team to perform back-up work, when needed"*, he explains.

In-house team holds very extensive expertise and thorough experience. *"I have been working in this department since over 30 years, for my colleagues it has been 26 and 12 years respectively"*.

## In-house team's role in the department – process

In-house team works very closely with users of equipment. In case of any equipment issues, they receive calls instantly. Engineers are able to assess criticality of many equipment issues remotely from their office. *"We can connect remotely to read system logs and identify the issue"*, says Håkan Olsson.

Quick evaluation of every issue is necessary in order to set everyday priorities of the team. In case engineers are not able to diagnose the reason of system failure, they contact the GE Service Centre, which transfers the case to GE remote engineers. *"I am especially satisfied with GE remote service support. Thanks to a good network of engineers from different locations, I can always get the support I need. They help us as well to identify and order necessary parts. Each time they also call us to make sure we were able to successfully replace the part"*, says Olsson. Team in Östersund values a strong combination of fast remote support together with reliable field support.



## Östersund Hospital, Sweden

Östersund Hospital is located in the north of Sweden and is the only one in the county of Jämtland. It arranges for an area that is larger than Denmark. Within the catchment area there are only around 128 000 inhabitants, but the ski tourism may periodically double the figure.

The hospital has a central surgical department with 10 operating rooms, divided into general surgery, orthopedics, gynecology and otology/rhinology surgery. Altogether, it holds 370 beds.

# Reasons for partnership contract on equipment maintenance



“Performing part of maintenance tasks on our side allows us to optimize the lifecycle cost. That is the main reason why we chose shared maintenance contract. However, it is still very important to find the right balance between the tasks performed by in-house team and jobs done by GE, says Håkan Olsson.”



## • Speed of intervention

“Downtime of any equipment in Östersund might be a big issue for us, especially because many of our patients need to travel long distances for their examinations”, says Olsson. It is less critical for other clinics within the County, as they do not perform so many exams. In-house team needs to be trained to be able to perform part of tasks on equipment themselves. It helps to minimize downtime, given the remote location of the hospital, not easily accessible for GE field engineers. “What also helps to maximize the speed of intervention is remote support. We have access to fast remote engineers, who can diagnose and perform 100% of jobs remotely”, concludes Olsson.

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## Decision on contract type

Decision of the type of services contract is taken directly by the in-house team. “We receive required uptime for each equipment type from all departments and we base our decision on those objectives. We know very well what our level of expertise with each equipment type is and we are able to assess which level of service contract will fit the best our needs”, says Olsson.

## Reasons for choosing partnership agreement

### • Need for budget optimization

In Östersund there is no separate budget for equipment maintenance. It is managed within equipment budget. It is therefore especially important to optimize it. “Performing part of maintenance tasks on our side allows us to optimize the lifecycle cost. That is the main reason why we chose the shared maintenance contract”, explains Håkan Olsson.

“However, it is still very important to find the right balance between the tasks performed by in-house team and jobs done by GE. We need to know when to step back and let GE engineers perform, especially when complex issues need to be solved or if there is a risk of damaging the equipment. We perform a certain level of jobs, but over certain level we can be sure to have GE support when we need it”, says Olsson.

### • Staff education

“Working with equipment is the best way to keep up our skills and continuously refresh them”, says Håkan Olsson. Biomed team appreciates the possibility of joining GE Field Engineers during any on-site interventions to maximize their learning. “On a less busy day I go through equipment user manuals to refresh my knowledge”, says Olsson. In-house team of Östersund attended technical trainings managed by GE.

## About GE Healthcare

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