



How to maximize equipment uptime in a remotely located hospital thanks to shared maintenance

In-house team profile

The equipment Maintenance Department serves all the Central Hospital units by servicing instruments and equipment used in operations, examinations and treatment. The servicing includes checking, maintenance, packing and sterilization.

Mr. Bo Lind, with over 20 years of experience with X-Ray equipment, supervises an in-house team of 10 members. Within the team there are 4 members dedicated to X-Ray equipment. With a very low turnover in the organization, each member has over 10 years of experience.

Apart from taking care of X-Ray equipment, the in-house team works in partnership agreement with GE Healthcare on the maintenance of 2 CT Scanners, 2 MRI Machines and 1 SPECT/CT.

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

In-house team is responsible for maintenance of the whole portfolio of equipment. *"If there is a problem with any equipment, a user calls us and we need to act within few minutes",* says Matilda Hosiasluoma, X-Ray engineer. *"After performing the check error logs, we take the decision whether to fix it or call GE remote support".*

"We strongly value remote support from GE. In collaboration with online engineers we are able to fix the majority of equipment issues (over 90% for some types of equipment). This does not require a Field Engineer to come on site each time when intervention is needed", says Bo Lind.

"It is especially important for us to have fast access to reliable support - because of our distant location GE engineers are not able to reach us quickly", he adds.

Remote support also helps in-house team to identify and order the right spare parts, which results in great time savings.

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Vaasa Central Hospital, Finland

Vaasa Central Hospital, located close to the shore in the city sector of Hietalahti, has more than 2000 experts that carry out various tasks in different medical fields as well as in administration and maintenance.

The Central Hospital's activities include special healthcare and emergency services, medical examinations, surgery and other forms of treatment, childbirth, rehabilitation, promotion of residents' health and multiple auxiliary activities.

In one year Central Hospital manages over 270 000 visits in outpatient clinics, over 104 000 days of treatment in inpatient units, together with over 33 000 operations and procedures.

Reasons for partnership contract on equipment maintenance

Decision on contract type

In-house team is responsible for taking a decision on the service agreement. Choice on the contract type is usually linked to previous experience with given type of equipment. In-house team manages the agreement spending within their budget.

Reasons for choosing partnership agreement

- Minimizing of downtime in a remotely located hospital

“Most important thing is to minimize downtime, make it as short as possible”, says Bo Lind, “Because of our remote location it may take over 1 working day for a Field Engineer to reach us.”

- Budget optimization

“We did some calculations a few years ago about the cost of maintenance contact and service training and we found out that we could save some money by performing part of the tasks ourselves”, says Bo Lind.

- Investment in training

“Performing of maintenance tasks allows us to gain more and more knowledge about the equipment, which might have been hard for us to get otherwise”, says Bo Lind. Further on, managing preventive and corrective maintenance allows the team to keep

their knowledge up-to-date. For new equipment under warranty, in-house team joins GE engineers during maintenance activities to learn and build their confidence to perform interventions in the future. In-house team from Vaasa participated at the technical training in

Milwaukee – following the installation of equipment. Within the team there are people designated for specific equipment type. Knowledge is shared however across the whole team, so that other members can be able to perform back-up support if needed.



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ONE Shared – a new way of handling equipment maintenance in partnership with GE Healthcare

Are you looking to leverage your in-house resources with a service offering that will seamlessly complement your own service capabilities? Then you may need to look no further. With ONE Shared we will partner with your in-house team to share maintenance tasks and help optimize

your performance and budget.

- You will have the flexibility to customize your service contract according to your needs
- You will access to the same comprehensive technical training that we deliver to our Field Engineers

- We will provide you with reliable support with guaranteed response times and skills

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Marketing Communications GE Medical Systems
Société en Commandite Simple au capital de 85.418.040 Euros
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