



How to leverage your in-house technical team's competencies thanks to relevant technical training

In-house team profile

There are 3 engineers working at the X-Ray technical department (Röntgenteknik) in Västerås Hospital. Their scope extends to the whole County. In-house team is responsible for maintaining different systems, such as Computed Tomography, Mammography, Angiography, Surgery and Conventional X-Ray. Lars Pettersson, a Medical Technician, has been working in the hospital for over 20 years.

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

"In case of reported system failure, we start with a check of the error log directly on the CT or via FTP. In case we are not able to read out the error, we contact GE engineers, who connect instantly to read the logs remotely. They diagnose type of error and assess its criticality", says Lars Pettersson. "We especially value this kind of support, as because we deal with such a wide range of equipment, we do not have necessary level of expertise to interpret error logs specific to each modality", he adds. In-house team also uses the support of remote engineers to identify and order necessary spare parts.

Thanks to GE remote support and training delivered, in-house team is able to perform at least 20 % of all corrective jobs. *"We are not ready to perform any corrective maintenance that could affect image quality of equipment, such as replacing the tube or detector or performing upgrades. These jobs are performed exclusively by GE", says Pettersson.*

Reasons for partnership contract on equipment maintenance

Decision on contract type

Decision on the maintenance contract type is taken by Procurement Department and Business Manager.

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Västerås Central Hospital, Sweden

Västerås Central Hospital is the largest one of 3 hospitals in Västmanland County. Hospital groups almost twenty different clinics within the specialist care services. It provides both acute and planned specialized care services. There is a qualified 24-hours emergency care unit, focused on severe diseases and injuries. Most of the clinics are located within the Västerås premises, with a few of them operating outside, in the County area.

Västerås Central Hospital has been serving the region since 1968. Fully equipped to handle 600 beds, it has over 3000 employees. Hospital is situated about 1 hour drive from Stockholm.

"We used to perform some part of maintenance tasks ourselves, but only after GE introduced First Line trainings, we were able to get necessary skills to perform more tasks on a wider portfolio of systems", says Pettersson.

Reasons for choosing partnership agreement

• Staff education

"We believe First Line Trainings are designed to provide the right level of education that allows partnership contract with equipment manufacturer. It helps us to retain our skills better", says Lars Pettersson. In-house team also values the possibility to have regular training refreshers – it is crucial to maintain knowledge at the solid level. What is more, they strongly believe in the value of face to face trainings. They help to focus better and also enable to personalize the training – "we can go through recurring errors for each system in example", precises Pettersson.

• Minimizing equipment downtime

With partnership agreement in-house team expects to save time on downtime given the travel time to Västerås. It is especially critical for single units of given type of equipment in the hospital, which cannot be replaced.

• Efficient maintenance planning

Partnership contract makes it easier for the team to plan quick fix jobs. Because they can adjust intervention plan precisely to our schedule, they are able

to intervene in the early morning, before any examinations take place, or during staff meetings. "It's a great gain on productivity", says Lars Pettersson.

Lars Pettersson, Medical Technician and Ileana Flores Avalos, CT Nurse.



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

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- 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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