

Providence Health & Services Alaska

TriMedx partner since 2005



QUICK FACTS (AS OF 2009)

- 99.5% equipment uptime
- 4.7 out of 5.0 customer satisfaction
- 12,360 devices managed
- Total value of equipment: \$118.4M

In December 2005, Providence Alaska partnered with TriMedx, a clinical engineering provider with a philosophy that supports the strengths of an in-house program by adding the benefits of a national outsourced program. This unique insourcing model creates value through a centralized support structure, encouraging communication with a formalized Customer Loyalty Program, shared technical knowledge and tools for measuring economic impact.

CENTRALIZED SUPPORT STRUCTURE

Streamlined processes and a national team of experts conversant in specific functions was integrated. Centralizing these programs allowed technicians to focus on excellent service. As a result, the health system benefits from **99.5% uptime**.

ALERTS, HAZARDS AND RECALLS

TriMedx manages all alerts for Providence's medical equipment across multiple healthcare facilities.

Clinical engineering specialists at the centralized TriMedx Client Support Center in Indianapolis receive notification from industry updates, OEMs and state and federal organizations. Technicians at Providence must respond and make corrective action within a timely manner. In the most recent year, TriMedx handled 72 alerts for Providence Alaska. Streamlining alerts takes advantage of shared knowledge and expedites remediation for improved patient safety.

CUSTOMER CARE CENTER

Medical equipment service calls are submitted via toll-free phone number or online to TriMedx Customer Care. TriMedx maintains a database of technicians availability and expertise. Customer Service Representatives dispatch calls to the technician best-suited and available for service of the specific device. TriMedx receives, records and dispatches an average of 230 service calls per month for Providence Alaska. Implementing a one-call solution for the clinical staff eliminates their need to locate the proper technician, improving response time and staff satisfaction.

PROCUREMENT & INVOICE PROCESSING

On-site service technicians request parts and other services by utilizing TriMedx RSQstratus™, a proprietary Web-based medical equipment network. Dedicated parts-sourcing agents manage quality and turn-around expectations and negotiate with suppliers in order to meet all service requirements. TriMedx pays all relevant vendor invoices for the program. Each month, TriMedx processes over 1,500 purchases and nearly 3,000 invoices for Providence. Managing these functions provides the opportunity for greater clinical focus by the hospital staff and reduces the administrative workload for the client. In addition, TriMedx leverages its collective buying power by purchasing parts for customers nationwide to garner greater discounts and pass along savings to clients.

Current Performance at a Glance

Alerts	1,499	Uptime	
Call Requests	3,940	99.5%	
POs	1,792	Customer Satisfaction	
Invoices	2,502	4.7 out of 5.0	

INCREASED TRAINING

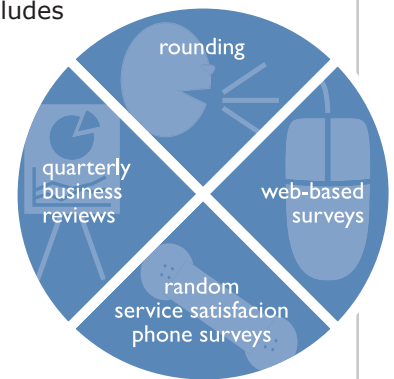
TriMedx continues to invest in internal technical resources to reduce reliance on expensive service contracts. Increasing in-house expertise allows for faster response times and reduces dependency on outside vendor service.

PATIENT SAFETY AND COMPLIANCE

A mock inspection conducted by Providence Alaska acknowledged that TriMedx sets an exemplary standard for operational and service excellence for the hospital. In fact, during tracer rounds, no equipment was past due for service. Providing timely, efficient equipment maintenance ensures a safe, comfortable environment for patients.

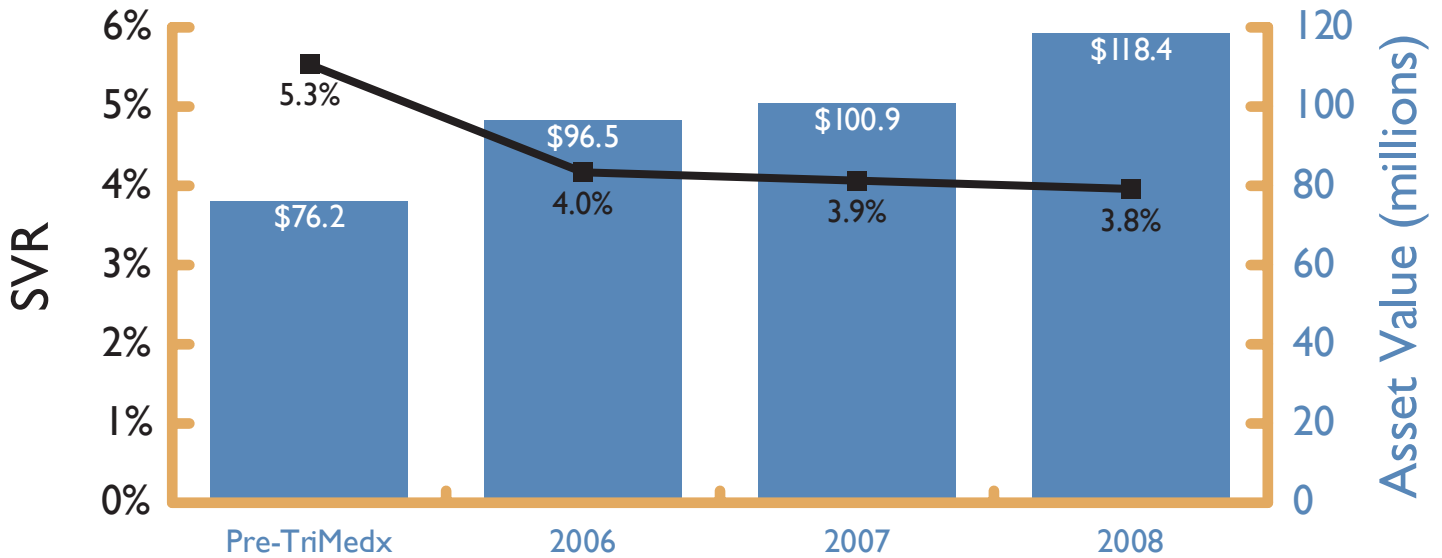
CUSTOMER LOYALTY PROGRAM

The TriMedx Customer Loyalty Program emphasizes a system-wide quality performance culture. The 360 degree communication includes four integrated facets that contribute to the overall program's success.



A randomized event-driven phone survey is conducted after service requests are completed to ensure an optimal service experience. An annual web-based survey targeting administrators, directors and clinical staff determines program effectiveness. Rounding is used to monitor day-to-day customer satisfaction and facilitate two-way communication. Quarterly Business Reviews with executive personnel ensures program alignment and highlights strategic opportunities. Success of the program is evident in Providence Alaska's own survey that recently ranked TriMedx in the top two of all departments in overall customer satisfaction.

SVR vs Asset Value



MEASURING ECONOMIC IMPACT

A measurement tool known as Service Value Ratio (SVR) was implemented. This ratio was derived from the annual cost of service divided by the asset value of equipment before TriMedx came on board. The industry target for SVR is 4-6%. A baseline SVR for Providence was documented at 5.3%. Each year since that time, it has consistently dropped.

$$SVR = \frac{\text{cost of service}}{\text{asset value}}$$

TriMedx, a leader in medical equipment management, collaborates with healthcare providers to reduce expenses, optimize service and enhance revenue. Headquartered in Indianapolis, what started as a hospital clinical engineering department today serves over 500 healthcare facilities nationwide. To learn more, visit www.trimedx.com.

“TriMedx creates economic value for us, and the true benefit of the partnership is its centralized, shared resources and dedicated experts. TriMedx provides a quality program that surpasses all expectations.”

- Stevi Morton
Chief Information Officer