

REDUCING CT DOWNTIME FROM 5 DAYS TO 60 MINUTES

BUSINESS ISSUE

The hospital needed a quick turnaround on a CT repair to keep patients from being rescheduled or rerouted to a competing hospital.

PROBLEM

- The hospital's only emergency room CT went down on a Thursday morning. The earliest the OEM service technician could arrive on site was the following Monday, meaning five days of device downtime.
- Clinical staff was frustrated that patients would have to be rescheduled at the last minute, resulting in lost revenue.

SOLUTION



The TRIMEDX imaging team located a technician at another TRIMEDX location who had specialized OEM training on this CT model.



After the technician walked the team through the troubleshooting steps, they were able to diagnose a bad connection.



The team fixed the connection, and the CT was up and running in under 60 minutes.

VALUE

- ✓ Cut device downtime from five days to 60 minutes
- ✓ Preserved \$180K in revenue by avoiding rescheduling or deferring patients (based on a 24-hour caseload and a benchmarked \$1,500 per hour in billed revenue)
- ✓ Increased clinician satisfaction

OVERVIEW

A short-term acute care hospital with 147 beds, serving the northern Virginia area, is part of a regional health system that includes 12 hospitals, 300 sites of care, and more than 88,000 clinical assets. The health system is a current TRIMEDX client.