

IMAGING CENTER AVOIDS UNPLANNED DOWNTIME AND REVENUE LOSS WITH PREDICTIVE WORK SYSTEM

BUSINESS ISSUE

The imaging center needed a way to better monitor device performance to detect problematic events and predict potential failures to avoid equipment downtime and costly emergency repairs.

PROBLEM

- A power outage shut down an MRI device at a standalone imaging center.
- The power outage occurred on a Sunday night when the center was closed.
- The non-functioning device would not have been noticed until Monday morning, forcing the center to reschedule patients until the device could be powered up properly.

SOLUTION



Predictive Work System (PWS) event detector automatically identified the problem and generated a work order.



The TRIMEDX clinical engineering technician was able to communicate the outage to building security, and once power was restored, the technician reset the MRI power and brought the system back up, so it was ready for service Monday morning.

VALUE

- ✓ Avoided device downtime and revenue loss.
- ✓ Avoided patient inconvenience and rescheduling.
- ✓ Reduced clinician and staff frustration.
- ✓ Prevented negative ESG impact of excessive helium loss.

OVERVIEW

- The TRIMEDX Predictive Work System (PWS) is an advanced technology that combines remote device monitoring, service expertise, and data science to predict and proactively respond to device failures before they occur.
- PWS identified an offline device before it interrupted patient care. This TRIMEDX solution ensured device uptime while preventing patient rescheduling and loss of revenue.
- This case study is based on the effects of a power outage at a standalone imaging center for a medical facility in a remote area of Tennessee.