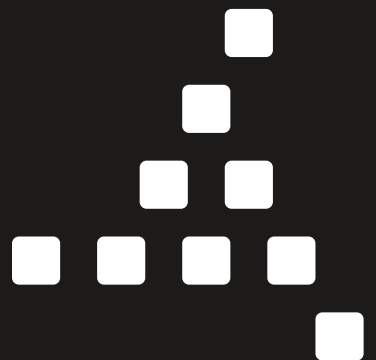


Henry Ford Health

adopts standardized and transparent
clinical asset management with Trimedx



A successful implementation depends on communication, consistency, and visibility

The scale and complexity of modern health systems—with numerous locations, diverse technologies, and thousands of clinical assets—make centralized oversight and management complicated.

The challenge becomes even more complex when organizational growth introduces new facilities, teams, technology, and equipment into the fold. Without a unified approach to managing assets, health systems risk inefficiencies, data vulnerabilities, and operational disruptions that could ultimately impact patient care.

In 2024, Henry Ford Health, a leading not-for-profit health system in Michigan, added seven hospitals to its network—expanding its footprint significantly throughout the state. To make the integration of the new hospitals as seamless as possible, Henry Ford Health leaders knew they had to standardize healthcare technology management (HTM) across the organization. To achieve this goal, Henry Ford Health saw the value of working with an independent service organization.

70% of organizational change initiatives fail to achieve their goals¹—often due to staff resistance, poorly executed transition plans, and lack of management support. Knowing these potential challenges could easily impact their staff and patients, Henry Ford Health leaders sought a partner fully committed to thoughtful, strategic implementation that would minimize uncertainty or confusion within the organization.

Henry Ford Health enlisted Trimedx for a comprehensive approach to HTM that included clinical engineering, clinical asset management, and medical equipment cybersecurity. Trimedx and

Henry Ford Health began their collaboration by establishing the importance of communication, consistency, and visibility throughout the implementation process. This shared vision allowed them to build trust across teams, align operational goals, and ensure a smooth transition that respected organizational culture, clinical priorities, and financial efficiency.

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Henry Ford Health's proactive approach to making the process seamless underscored the power of partnership in driving meaningful outcomes. This unified approach has already delivered significant wins, including \$6 million in savings on day one, and set the stage for sustainable progress that will strengthen Henry Ford Health's HTM strategy going forward.



Clinical engineering

Driving efficiency and visibility across the health system

Before its expansion, Henry Ford Health was managing approximately 70,000 clinical assets. As it grew to a total of 13 hospitals and 550 sites of care, effective inventory management would be essential to achieving greater financial and operational efficiencies.

Recognizing a project of this scale required precision and foresight, Trimedx and Henry Ford Health took a strategic, step-by-step approach, laying the foundation for lasting success.

The first step was to begin establishing an accurate and up-to-date record of Henry Ford Health's inventory. This would be the cornerstone of the broader HTM strategy for years to come. As an accurate picture of the clinical asset inventory emerged, Trimedx could begin to track and document usage and maintenance history of the health system's medical equipment.

Trimedx also worked to standardize responsibilities across the health system—ensuring the same teams managed the same assets in each location. This eliminated ambiguity about responsibilities and clarified roles. For example, at each care site the clinical engineering team would manage stretchers, while the facilities team would handle medical refrigerators.

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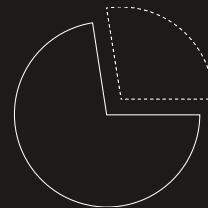
This improved inventory management allowed Henry Ford Health to streamline clinical engineering operations, which quickly increased efficiency for biomedical equipment technicians (BMETs). With the implementation of Trimedx's computerized maintenance management system (CMMS), BMETs were able to order parts & supplies, request service, and complete documentation in one centralized platform. They also gained easy access to device manuals and technical specifications, along with device metrics like maintenance, repair, and parts history.

In addition, BMETs began to take advantage of remote monitoring to predict potential equipment failures before they happen. When Trimedx's Predictive Work System (PWS) detects a common problem, it automatically issues a work order

to technicians with prescriptive repair actions, relevant parts, and service manual information. Technicians can then schedule service at a convenient time for clinicians and CE teams. In the preliminary phase of its rollout, Trimedx's Predictive Work System (PWS) allowed technicians to proactively address 37 issues with CT and MRI machines before a failure occurred. This saved the health system more than 400 hours of equipment downtime. As the technology is fully deployed, PWS will continue to prevent interruptions to patient care and help Henry Ford Health avoid lost revenue.

Trimedx also provided BMETs 24/7 access to an internal, dedicated technical support network. This allowed technicians to quickly troubleshoot problems with expert guidance and spend less time searching for answers or escalating issues.

Industry-wide, about 30% of technician time is spent on administrative work², but Trimedx technology and processes lessened that burden, allowing technicians to focus on their core responsibilities.



~30% of technician time is spent on administrative work

Source: 24x7 Magazine

Cybersecurity

Visibility is the foundation of cybersecurity in health care

As more medical devices become network-connected, it is increasingly important for health systems to bolster cybersecurity defenses. Globally, the healthcare industry suffers more than 2,300 cyberattacks each week.³ To develop a strong cybersecurity strategy, health systems must have a deep understanding of their assets, where they are, and how they are used. New visibility into its medical equipment inventory and the implementation of Trimedx solutions will give Henry Ford Health access to these foundational insights.

When fully rolled out, Trimedx Informatics will provide increased visibility across the organization to make it easier to spot anomalies or potentially unsecured devices. The platform will soon detect possible vulnerabilities and trigger automatic work orders for a fast, informed response.



Clinical asset management

Aligning medical equipment investments with long-term financial goals

In addition to increasing efficiency and visibility in daily clinical engineering operations, Henry Ford Health aimed to establish a more coordinated and data-driven approach to clinical asset management. Traditionally, this process had been decentralized and highly manual, with decisions often made independently across clinical departments. Trimedx and Henry Ford Health saw opportunities to optimize capital planning decisions and maximize the value of every investment.

Trimedx laid the groundwork to centralize capital planning efforts by beginning to integrate Henry Ford Health's clinical engineering data with financial and operational insights.

At the outset of the transition, Trimedx identified an opportunity for savings and operational efficiencies by moving the service of beds and stretchers in-house. This decision delivered \$360,000 in savings for Henry Ford Health. Trimedx also discovered a platform that was no longer needed with the Trimedx CMMS in place, saving the health system another \$345,000.

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As Trimedx continues to collect data and inventory metrics, Henry Ford Health will gain comprehensive, real-time analytics and actionable insights to support smarter decision-making. While this effort is still in the early stages, Henry Ford Health has already realized \$1.45 million in savings due to Trimedx's clinical asset management strategy, on top of day-one savings.

The proprietary Trimedx Informatics platform will ultimately leverage data points from millions of clinical assets within the Trimedx CMMS. Through Informatics and Trimedx strategic advisors, stakeholders will soon be able to view equipment utilization, maintenance history, and lifecycle status all in a single platform. Trimedx expects the health system could see an additional \$4 million in savings as the clinical asset management program matures.

Henry Ford Health decision-makers will have a more comprehensive, but digestible, view of how medical equipment investments are performing and where the areas of greatest need exist. Initial findings have already allowed Henry Ford Health to adopt a five-year strategic plan for replacing critical equipment such as patient beds and monitoring devices, based on true need rather than assumptions or outdated records.

Supporting staff

Culture, communication, and the value of retention

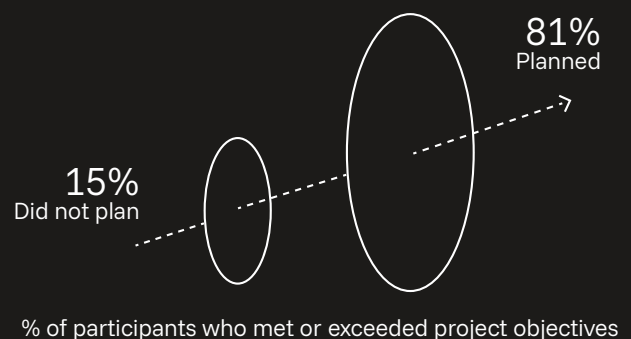
Henry Ford Health has established trust among its patients and associates by fostering a culture grounded in its values of compassion, innovation, respect, and results. For more than a century, the health system has been committed to improving the health and wellness of the Michigan community and serving as one of the region's largest employers.

Henry Ford Health brought in Trimedx with a clear goal of keeping operations in-house and ensuring HTM services were delivered by the trusted teams directly within their facilities, minimizing reliance on external providers.

As 78 clinical engineering staff members transitioned to become Trimedx associates, retention was a central priority. A successful conversion depended on maintaining trust and continuity among associates by proving Trimedx aligned with Henry Ford Health values. Recognizing this, both organizations were committed to ensuring Henry Ford Health associates felt respected and included throughout the implementation process.



Research shows reinforcement is critical to the success of new initiatives. 81% of participants who planned for reinforcement or sustainment activities met or exceeded project objectives, compared to only 15% of participants that did not plan for reinforcement.



Source: Prosci Blog



Associate retention was part of the financial strategy too. The cost of reduced productivity when an associate leaves and the hiring process itself can add up quickly. To replace a specialized healthcare worker, health systems may spend up to twice the salary for that role.⁴

Trimedx aimed to build on Henry Ford Health's established expertise and trusted workforce. This method helped preserve Henry Ford Health's collaborative culture, while minimizing disruption during a time of significant change.

Trimedx and Henry Ford Health clearly communicated how the transition would impact associates. Implementation teams also made sure to offer associates resources, training, and clear explanations about changes to associate workflows. Organizations with effective change management, including frequent and open communication, are seven times⁵ more likely to achieve their goals.

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The Trimedx implementation team hosted weekly meetings between clinical engineering, IT, and finance department stakeholders. These sessions provided a consistent forum to discuss process adjustments, new responsibilities, or budget changes. Research shows reinforcement is critical to the success of new initiatives. One survey found 81% of participating organizations that planned for reinforcement or sustainment activities met or exceeded their project objectives—compared to just 15% of participants that did not plan for reinforcement.⁶ This transparency and open dialogue among Trimedx and Henry Ford Health teams reduced uncertainty while empowering associates to help shape the success of the new strategy.

Trimedx also instituted a peer-to-peer collaborative learning program to give associates opportunities to expand their knowledge and skillsets by capitalizing on shared expertise within Henry Ford Health.

Trimedx technologies and processes have already reduced technicians' administrative burdens, clarified responsibilities, and provided improved access to tools and data. Through transparent communication, collaborative onboarding, and peer-to-peer learning opportunities, Henry Ford Health was able to preserve its culture of respect and transparency while improving the day-to-day experience of its clinical engineering teams and offering them new growth pathways. Ultimately, Henry Ford Health retained nearly all clinical engineering associates and provided opportunities for staff to transition into new cybersecurity and leadership positions.

Conclusion

Amid evolving regulations and increasing operational complexity, health systems must be strategic in how they implement solutions. Henry Ford Health and Trimedx worked together to navigate organizational change, enhance operational efficiency, and increase inventory visibility—while preserving the values that define Henry Ford Health's identity.

In its early phase, the partnership has provided Henry Ford Health with new tools and insights to make financially sound long-term decisions across its growing network. BMETs have access to new resources, streamlined processes, and the support they need to work more efficiently. As the program develops, the health system will unlock even greater benefits. This collaboration has prioritized people by retaining trusted associates, respecting institutional knowledge, and reinforcing a culture built on common values.

These achievements mark just the first chapter of an ongoing partnership, with more opportunities ahead to strengthen efficiency and foster long-term growth. The success of this initial transition underscores that thoughtful implementation, when aligned with organizational values and powered by intelligent, integrated technology, can provide a foundation for long-term resilience and growth.

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All systems critical

Trimedx is an industry-leading clinical asset performance company, helping health systems transform medical devices from a cost into a source of strategic advantage. Built by providers, for providers, our experts deliver clinical engineering, clinical asset management, and cybersecurity while continuously capturing intelligence from the clinical floor. Powered by TMX—our clinical asset intelligence platform built on a service history of more than 6.6 million devices with data on 90-95% of in-use U.S. medical equipment—Trimedx turns unmatched intelligence into predictive insights that help prevent failures before they happen. The result is lower operating expenses, optimized capital investments, stronger medical device safety and security, and more resources available for patient care—because in critical environments, all systems are critical.

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