

## Case Study

# The Riverside Story

## Equipment and Instrumentation Service Cost Reduction through Process Assessment and a Partnership with SIS



Total cost savings in the first 12 months of the agreement with Riverside Community Hospital was over \$78,000.00.

By partnering with SIS and participating in SIS Process Excellence Programs, Riverside Community Hospital is realizing a cost reduction in excess of 23% on the repair and maintenance of their medical devices.

***“Through their thorough assessment of our processes and procedures, respect for our desired outcomes and goals, and commitment to quality in the service they provide, SIS has proven themselves to be a valued partner for Riverside.”***

Tracy L. Fernandez, CFO,  
Riverside Community Hospital

***“SIS is truly a SERVICE company. Going above and beyond to meet my needs and the needs of my Sterile Processing Department.”***  
Daniel Brooks-Rhone  
Manager, SPD

***“Having a service partner that provides OEM quality repairs and exceptional service is a key component to my success and the success of my lab.”***  
Keshia Culbertson, RN  
Manager, GI Lab



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### The Issue

Riverside Community Hospital in Riverside, CA sought to improve equipment and instrumentation management in various areas of the facility. Targeted departments included the Operating Room, Sterile Processing, Endoscopy/GI, and Respiratory. Specific improvement goals were as follows:

- Assessments to determine inefficiencies in clinical departments in regards to surgical devices and instrumentation.
- Reduction of equipment/instrumentation repair expenditures for surgical and endoscopy units.
- Consolidation of vendors for equipment repair and lifespan management.
- Development of a long-term strategy for increasing equipment up-time and decreasing need for repair.

### The Challenge

In fiscal year 2008, Riverside spent a combined \$591,000 on equipment repair and maintenance for the aforementioned targeted departments.

Challenges faced by Riverside in achieving these goals included insufficient capital budget, the need for process flow evaluation to determine areas for improvement, and the need for comprehensive staff education.



### The Solution

Riverside partnered with Surgical Instrument Service Company (SIS) to determine appropriate paths forward for achieving desired goals. SIS, founded in 1971, provides service for all types of medical devices including instrumentation, endoscopes, power equipment, video systems and electronics.

Together, Riverside and SIS evaluated process flow, current equipment operational status, equipment inventory shortfalls, and repair history information. Opportunities for process improvement were identified, as were equipment needs and staff educational opportunities.

Riverside and SIS entered into a multi-year capitated service agreement. This partnership will include a commitment to staff education and competency proficiency, routine evaluations of equipment operational status, and on-going process improvement efforts. SIS will service equipment and instrumentation for OR/Sterile Processing, Endoscopy/GI, and Respiratory.

### The Results

By partnering with SIS and participating in SIS Process Excellence Programs, Riverside Community Hospital is realizing a cost reduction in excess of 23% on the repair and maintenance of their medical devices. Total cost reduction for the hospital in the first year was \$78,685.

Riverside CFO Tracy Fernandez looks forward to the long-term relationship with SIS.

***“Through their thorough assessment of our processes and procedures, respect for our desired outcomes and goals, and commitment to quality in the service they provide, SIS has proven themselves to be a valued partner for Riverside. I am confident that we will continue on a path of constant improvement, and am extremely satisfied that SIS is working in our best interest – both clinically and financially.”***

*Our customer's stories tell ours. When will you start writing yours?*