



Diagnostic Equipment Service Corporation

## Staffing and Projection Case Study

### Summary:

This case study explores a common problem with in-house staffing. Common questions we are asked are here: [www.descomed.com/common-staffing-questions.htm](http://www.descomed.com/common-staffing-questions.htm) DESCO advocates in-house sustainable programs that are managed by the hospital directly. In our experience, this is the most efficient. With consistent metrics and oversight, in-house clinical engineering/healthcare technology management can help avoid costs and improve patient care. There are exceptions. This is one of them.

### The Challenge & Cost:

Our customer had one Full-Time BMET to repair several departments within a medical center. The work became overwhelming for the staffed employee so they came to us to determine the most cost effective staffing model for their site.

The cost of housing full-time personnel was just over \$2,000/week, plus parts needed to repair units. The dedicated full-time on-site BMET was not able to keep up with the repairs and the parts needed to keep the units up and running to the staff's wishes.

The work order history and the inventory was not accurate or complete. Typically, we do a preliminary review of:

- work load/work order history
- modalities
- quantity of assets

Since this client did not have all this data, DESCO took a different approach.

### Approach:

DESCO proposed to dedicate staffing at a cost of \$1,000/week for up to six weeks. This proposal's objective was to assess the proper amount of staffing that is both financially and operationally effective. This approach saved our client out of pocket costs associated with a new hire and the costs associated with calling service providers "as needed" on a time and materials basis with hourly pricing and travel minimums.

DESCO created a business plan to help Dartmouth come up with a permanent staffing solution.



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### **The Findings - An Integrated Solution:**

Within four weeks, DESCO was able to determine that an average of \$1,160/week, including labor, travel and parts to maintain all assets was needed. This did not justify a full-time hospital employee. In this case, based on the workload, modalities and quantity of assets, outsourcing was the best solution. Due to DESCO's diversity, we are able to staff what is needed from our field force with minimal cost. We are able to utilize field specialists to accommodate the service needed and without the loaded costs associated with a new hire.

DESCO acts as our client's partner. DESCO works alongside our client to forecast, manage and service all departments within this medical facility. DESCO provides an in-house staff that provides preventive and corrective maintenance. Our role is also to provide recommendations for units that are nearing obsolescence to avoid the costs associated with down-time. DESCO set up a weekly communication schedule that informs all departments of service in progress, recently completed service calls and upcoming preventive or corrective maintenance.

### **The Savings:**

DESCO's diversified field force and our experience managing assets enables us to draw upon the wealth of experience on the field and the expansive data in our CMMS. This allows us flexibility to create the best and most cost-effective solution for our customer.

**This campus has saved \$24,200 in staffing costs within 23 weeks.**