

CASE STUDY

Customer: A mid-sized Ambulatory Surgery Center (ASC) located in the Mountain West.

Challenge: Like most healthcare providers, this surgery center faced rising operational costs.



Challenge

In November 2023, the CEO and Materials Manager began evaluating expenses and identified that their three-year OEM service agreement was set to expire at the end of the year. They agreed the service cost was too high and sought alternatives that could provide the same level of service reliability and quality ... but at a lower cost.

Solution

This ASC partnered with STERIS Instrument Management Services (IMS) to provide comprehensive equipment maintenance and repair solutions. The objective was to reduce the total cost of equipment maintenance without compromising service quality or patient safety.

Results

The transition from the OEM service agreement to STERIS IMS was executed in a phased approach to ensure a seamless transition and minimal disruption to the ASC's operations.

- **Cost Savings:** Over the three-year period, savings exceeded \$110,000, a reduction of 45% compared to their previous agreement. The savings allowed the ASC to reallocate funds to other critical areas, such as patient care and facility upgrades.
- **Equipment Performance:** The reliability and performance of the equipment was maintained at high standards. Preventative maintenance and prompt repairs minimized downtime, ensuring they could operate efficiently.
- **Staff Satisfaction:** Staff reported high satisfaction with the training and support provided by STERIS IMS. Clear communication and swift response contributed to a positive working environment.
- **Patient Care:** With well-maintained equipment, staff and Physicians continued to provide high-quality care to patients. The reduced operational costs also meant that resources could be directed towards improving patient outcomes.