



Enhancing Operational Efficiency and Savings Through Strategic Equipment Maintenance Insurance

AT A GLANCE

- Total Beds - Acute Care**
 - 189
- Community Owned**
 - Not-for-profit
- Services**
 - Serving 60,000 residents within 12 counties

KEY METRICS

\$2,087,391
Annual Eligible Equipment Maintenance Dividend

\$681,780
Hard Dollar Cost Savings

\$3,086,370
Savings Over Term Agreement

540
Projected Annual Invoices to be processed by SU Mediserve

BENEFITS



TELESERVE™
Dispatch



Warranty Watch



Real-Time Online Reporting

CHALLENGES

Through a financial audit, Mediserve identified that most pieces of equipment had individual service contracts with original equipment manufacturers (OEM). These service contracts charged a percent of the cost of capital to provide service coverage with varying exclusions and limitations. The client paid whether the equipment needed service or not.

SOLUTION

Mediserve demonstrated through a due diligence phase that ninety-five percent (95%) of service contracts could be impacted by the Mediserve Program and were allowed to expire or were terminated. For the remaining contracts, it was better to keep existing service agreements due to being high-risk equipment or needed upgrades. Over the course of several months, Mediserve met with key department managers to share procedures and gain their support of the program. The Mediserve program was implemented and vendor support and response levels have either remained virtually the same, or have improved due to the competition for time and materials revenue in the marketplace. The client has been greatly assisted through a consultative partnership with Mediserve. The Program is not a single answer to an inherent problem, but rather a series of solutions to multiple problems involving costs, inadequate coverage or inefficient and costly delivery systems found in virtually every healthcare facility.

RESULTS

In response to identified financial inefficiencies with service contracts, Mediserve successfully implemented a program resulting in significant savings and improved operational efficiency. This consultative approach led to enhanced vendor support levels, affirming the program's effectiveness in addressing healthcare facility challenges related to cost and service delivery inefficiencies.

“Our facility has worked with Mediserve for several years. They are a critical component in our house-wide service/maintenance agreement reviews and have helped us reduce our service/maintenance contract expense in many areas. They are dedicated to helping find ways to increase our bottom line without jeopardizing quality. Their staff, from biomed techs to account managers, is highly trained and very efficient.”

-Hospital Director of Operations

GET IN TOUCH



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