



PHILIPS

Services and solutions delivery

Multi-Vendor services



More than just a provider – a partner

Philips Multi-Vendor services delivers continuous technology improvement

Where

ASL CN2, Michele and Pietro Ferrero Hospital, Verduno, Italy

Challenge

Find a sole partner who can take on equipment maintenance responsibility for the entire installed base of medical equipment

Solution

Engage with Philips in a Multi-Vendor Services contract to improve efficiency and increase system uptime

Results

As a valued partner, Philips was able to support a significant facility consolidation and improve both First Response Times and Time to Resolution

Nestled among the rolling hills and vineyards of Verduno, Italy sits a new state-of-the-art medical facility – the Michele and Pietro Ferrero Hospital. Managed by the CN2 Local Health Authority (ASL CN2) in the Cuneo Province (Piedmont Region, North-West of Italy), it services the Alba and Bra regions, consisting of 76 communities with approximately 173,000 residents.

The new hospital has 340 beds plus 92 'actionable' beds along with 225 one bedroom patient rooms and 46 double rooms. Additionally, they manage approximately 3,000 pieces of medical equipment, including biomed and imaging. To better handle this expanding portfolio, ASL CN2 entered into a five year Multi-Vendor Services contract with Philips in 2018. The intent is to rely on a single point of contact for all equipment maintenance requirements, regardless of vendor, thereby improving efficiency and system uptime.

“Having a single point of contact for the management of all our electromedical equipment has allowed me to free up about 30% of my time and dedicate it to other activities for greater value to the hospital and our patients,” says Marco Cerrato, Director of Clinical Engineering. “Philips acts proactively to anticipate the need for technical intervention, therefore minimizing equipment downtime as much as possible.”

Going the 'extra mile' to assure success

When ASL CN2 engaged Philips, they had been struggling with the process of single vendor maintenance of their installed-base (IB) medical equipment. Individual OEM contracts complicated and slowed the service, and the effort to manage all aspects required an ever growing number of resources. Adding to the challenge was the need to coordinate support across two hospitals – one in Alba and one in Bra.

Today, the new Michele and Pietro Ferrero Hospital in Verduno is the result of the consolidation of both the Alba and Bra hospitals into one. The new facility became operational in the first quarter of 2020, right in the midst of the COVID-19 pandemic. In order to have proper visibility and complete control over the IB, and to prepare and execute an organized move of all the equipment to the new hospital, Philips has been selected in a public tender as maintenance supplier for ASL CN2, covering the entire medical IB (with exception of high-end medical equipment).



A multi-brand approach

A Philips Multi-Vendor Services partnership is designed to help reduce maintenance costs by focusing on the standardization of service quality and control. This multi-brand, multi-modality approach means customers experience a superior level of service whether field-service-engineers (FSEs) are working on a Philips or a non-Philips system. Multi-brand modality FSEs are experienced and trained to service non-Philips systems within their specific modality. Not only does this ensure that systems are maintained to high quality standards, it also enables the engineers to diagnose faults, replace parts, and carry out repairs effectively – so they can have systems up and running as soon as possible.

Establishing a strong partnership

Having a recognized OEM as a service partner, rather than simply a vendor, instills confidence in the continuity and quality of service. To identify the necessary level of involvement at ASL CN2, Philips began by conducting an initial needs analysis on the IB and technology mix. The mandate was to provide asset management, preventative maintenance, and corrective maintenance across the entire portfolio.

As a result, Philips has assigned one onsite senior engineer acting as Customer Project Manager. Maria Letico is responsible for leading the partnership and acting as the single point of contact for all maintenance work. Supporting Maria are three full-time onsite FSEs, a Multi-Vendor Services Operation Manager, and the full infrastructure of Philips resources for behind the scenes support.

Marco Cerrato oversees the relationship from the hospital side. He and Maria work closely to make certain Philips is on task and performing as expected. Maria is responsible for reporting to Marco weekly on the status of activities, and every month on adherence to KPIs. There is also a formal quarterly review based on generated reports where goals for the coming quarter and longer term are set forth. Maria's team is dedicated to meeting and exceeding the customer's expectations through hard work and active listening.

“Philips has proven to be a reliable partner that always goes the ‘extra-mile’ to meet our needs and above all to help ensure the safety of our patients and operators.”

Marco Cerrato

Good data visibility is key

Access to reliable data helps assure information-driven decisions. The asset management software that Philips uses at Michele and Pietro Ferrero Hospital gives the customer a real-time view of what's happening – how many pieces of equipment need assistance, how many calls are open, how many calls have been closed (case resolved), and more. The interface even indicates which department the support request calls are coming from – right down to the individual bed. This type of detailed visibility promotes a streamlined service support process and improved system uptime.

In 2020, Maria's team received approximately 1,000 calls for corrective maintenance and performed more than 6,400 preventative maintenance activities.

The big move

Completion of the new hospital in Verduno coincided with the onset of the COVID-19 pandemic. Northwestern Italy was particularly hard hit. And while the move from the two older hospitals to the new one remained on track, circumstances were difficult. As a close partner, the Philips team collaborated with ASL CN2 to design and execute the equipment portion of the move while dealing with new government restrictions and an influx of affected patients.

"We were required to start 3 new full-COVID departments in a very short period of time," recalls Cerrato, "and Philips assisted us from many points of view including moving equipment, preparing beds, deinstallation/installation, and testing. I must say that Philips was a real partner (rather than just a service provider) in this critical activity, which was performed under very difficult circumstances."

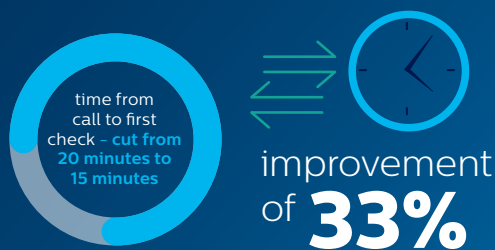
The full move took place over the course of several months and despite unprecedented obstacles, it was completed on time. The Philips team conducted more than 110 tests related to new equipment in the COVID-19 departments. Cerrato commented that he appreciated, "Philips' willingness to work virtually around the clock to get it done."

Quantitative improvements

Philips employs a continuous improvement approach to stay ahead and provide proactive service support. Through the use of Lean Six Sigma, daily management processes, and asset management software, the team at Michele and Pietro Ferrero Hospital has been able to maintain substantive positive service improvements.

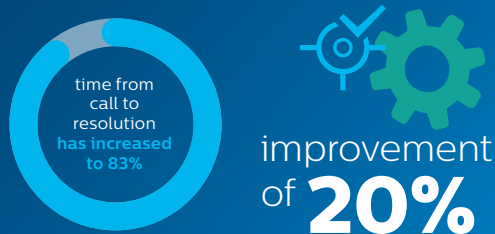
• First Response time

the time from initial call to first check on the equipment has been cut from 20 minutes to 15 minutes – **an improvement of 33%***



• Time to Resolution

the time from initial call to issue resolution (within 2 days) has increased from 70% resolved, to 83% resolved – **an improvement of nearly 20%***



How to reach us

Please visit www.philips.com
healthcare@philips.com