

## Good Shepherd Rehabilitation Network Focuses on Patient Care while ISS Solutions Takes Ownership of Clinical Engineering Program



### Snapshot

**Company:** Good Shepherd Rehabilitation Network

**Headquarters:** Allentown, Pennsylvania

**Business:** Nationally recognized rehabilitation leader offering a continuum of care for over 60,000 patients with disabilities.

### Overview

**Challenge:** Find a provider capable of designing and owning Good Shepherd's clinical engineering program.

**Solution:** Collaborate with ISS Solutions to keep vital clinical equipment in optimal condition across three inpatient and 18 outpatient care sites.

### Benefits:

- Designed a customized clinical engineering program that ensured regulatory and accreditation compliance since 1992
- Took ownership of the clinical engineering program, including equipment inspection, repair, and documentation
- Provided expert service for specialty equipment and recommendations about equipment purchase and retirement
- Tailored program to fit budget constraints

**"To have a good, successful program, you have to have that strong relationship, and we have it. With ISS Solutions, we've been really very happy."**

— Clifford R. Trumbo, FMA, Vice President, Facilities Management, Good Shepherd Rehabilitation Network



### Good Shepherd Rehabilitation Network provides a full continuum of rehabilitation care.

— Patients with physical or cognitive injuries and disabilities require a range of medical and therapeutic attention. Good Shepherd provides outpatient and inpatient rehabilitation centers and hospitals, long-term care and independent living homes, an acute care hospital, and a work services division. Their facilities are located throughout eight eastern Pennsylvanian counties, and serve patients from both in-state and out-of-state.

With physical and mental rehabilitation services spanning the entire spectrum, Good Shepherd Rehabilitation Network needed a clinical engineering program that offered comprehensive clinical equipment maintenance and management. Good Shepherd's state-of-the-art programs, which cover everything from brain injury to amputation, necessitated a reputable organization with the technical capability to handle complex equipment.

"Back in 1992, we first started looking for someone to help us. We were growing, and we needed a good equipment management program,"

says Clifford R. Trumbo, FMA, Vice President of Facilities Management for Good Shepherd Rehabilitation Network. "We interviewed a few different companies, and ISS Solutions bubbled to the top. The programs offered by ISS Solutions were really very good; their process and their documentation impressed us."

### Designed a customized clinical engineering program that ensured regulatory and accreditation compliance since 1992

Good Shepherd needed a comprehensive clinical engineering program that enabled their staff to focus on patient care. ISS Solutions collaborated with Good Shepherd management and implemented a program that met their needs. By providing quality service, ISS Solutions allows Good Shepherd to continue enhancing patients' quality of life.

Good Shepherd employees and patients never have to worry about equipment with ISS Solutions performing maintenance and keeping documentation current. "Safety is utmost and foremost along with the reliability of the equipment. ISS Solutions maintains the equipment well," notes Mr. Trumbo. "We've always received our recertification with The Joint Commission and Department of Health."



Good Shepherd receives monthly performance reports from ISS Solutions that include the number of preventative maintenance procedures scheduled and the number completed on time. To meet their performance commitment, ISS Solutions must complete a high percentage of procedures on time. ISS Solutions has always achieved these targets.

### **Took ownership of the clinical engineering program, including equipment inspection, repair, and documentation**

ISS Solutions integrated into Good Shepherd's own team, assigning a specific biomedical technician who learned the details of the rehabilitation network.

Good Shepherd Director of Materials Management Randy Stubits says, "We have a regular biomedical technician, and he functions as if he were a Good Shepherd employee. The ISS Solutions technician gets to know our

employees, our account, and our buildings."

Mr. Stubits continues, "Although Cliff Trumbo and I are ultimately responsible for the program, we look to ISS Solutions to take care of all the inventory, inspections, preventative maintenance, repairs, and documentation. ISS Solutions knows what they need to do and they take ownership." To Good Shepherd, taking ownership means not just running a smooth program, but also understanding how critical each piece of equipment is to patients' well-being.

### **Provided expert service for specialty equipment and recommendations about equipment purchase and retirement**

Not every biomedical technician has the necessary skills and training to fix critical life support devices, such as ventilators, or very specialized equipment, such as sterilizers. With ISS Solutions, clinicians within the Good Shepherd Rehabilitation Network never need to worry about specialty equipment's performance. Mr. Stubits explains, "When there's an issue or ventilators are due for preventative maintenance, ISS Solutions sends us one of their certified technicians who is specifically trained to work with ventilators."

Mr. Stubits appreciates ISS Solutions' flexibility and dedication to getting things done the right way. "When we need something beyond what our normal technician can provide, ISS Solutions takes care of everything."

ISS Solutions also offers recommendations about equipment purchase and retirement, part of their commitment to aiding organizations throughout the entire technology

lifecycle. "We look to ISS Solutions as our ready reference group, answering our questions about equipment," says Mr. Stubits.

"While we're reviewing where some pieces of equipment are in their lifecycle, ISS Solutions' knowledge allows our decision makers to make the best informed decision for patient care and for our organization."

### **Tailored program to fit budget constraints**

Good Shepherd appreciates that ISS Solutions works within their patient-driven service framework. But companies often fear paying outrageous prices for services that fit their ideals.

"ISS Solutions tailored a program for us within our budget," says Mr. Trumbo. For example, ISS Solutions works with the Good Shepherd internal maintenance department to process work orders and locate equipment. ISS Solutions management also recommends an appropriate inspection frequency for each equipment type, minimizing cost while keeping equipment safe.

"ISS Solutions has helped us to maintain costs while ensuring the safety of our equipment. Their cooperation level is outstanding, and the initiative and ownership they take really saves us a lot," says Trumbo.