

HOW TO TRANSITION TO AN INDEPENDENT SERVICE PROVIDER SMOOTHLY AND SUCCESSFULLY



If you are a Diagnostic Imaging Director or Manager, you know how important it is to keep your equipment running at optimal performance and uptime. You also know how challenging it can be to manage multiple service contracts from different vendors, each with their own terms, conditions, and costs. That's why more and more healthcare facilities are opting for Multi-Vendor Service (MVS) agreements, which offer a single point of contact, a customized service plan, and a consistent level of quality and reliability for all your diagnostic imaging equipment, regardless of the original equipment manufacturer (OEM).

But how do you make the switch from single-vendor service to MVS without disrupting your operations, compromising your patient care, or exceeding your budget? In this blog post, we will outline the steps and procedures involved in transitioning to MVS, as well as provide guidance and resources to facilitate and optimize the process. We will also address some of the potential challenges or concerns that may arise during the transition and how to overcome them.

Step 1: Start by conducting a comprehensive inventory of your current equipment and service contracts.

The first step in transitioning to MVS is to conduct a comprehensive inventory and assessment of your current diagnostic imaging equipment and service contracts. This will help you identify the following:

- The number, type, age, and condition of your equipment.
- The current service level, coverage, and cost of each contract.
- The expiration date and renewal options of each contract.
- The performance, satisfaction, and issues with each vendor.
- The gaps, overlaps, and inefficiencies in your current service model.

You can use a spreadsheet or a software tool to document and organize this information. Alternatively, you can enlist the help of a reputable MVS provider, such as Christie Innomed, to conduct a free, no-obligation assessment of your equipment and service contracts. We will provide you with a detailed report and recommendations on how to optimize your service strategy and reduce your total cost of ownership.

Step 2: Negotiate and finalize a tailored MVS agreement that meets your needs and budget.

The next step is to negotiate and finalize a tailored MVS agreement that meets your specific needs and budget. You can choose from a variety of service options, ranging from full-risk (all-inclusive) contracts to block hours packages and hourly service rates. You can also customize the service level, coverage, and frequency for each modality, complexity, or age of your equipment. Some of the benefits of using a MVS agreement are:

- You have a single point of contact and accountability for all your service needs.
- You have access to a network of qualified, trained, and certified service engineers, who can service all your equipment, regardless of the OEM.
- You have the flexibility to adjust your service plan as your equipment and needs change over time.
- You have the assurance of consistent quality and reliability, backed by performance guarantees and service level agreements.
- You have the opportunity to save up to 25% on your service costs, compared to single vendor contracts.

To negotiate and finalize a MVS agreement, you should compare the offers and proposals from different MVS providers, based on the following criteria:

- Their experience, reputation, and track record in the MVS market.
- Their technical expertise, training, and certification on various OEM equipment.
- Their service portfolio, capabilities, and resources, including remote diagnostics, preventive maintenance, parts availability, and software updates.
- Their service pricing, terms, and conditions, including discounts, incentives, and penalties.
- Their customer service, communication, and support, including responsiveness, transparency, and feedback mechanisms.

You should also involve your key stakeholders, such as your clinical staff, finance department, and senior management, in the decision-making process, to ensure alignment and buy-in. Once you have selected your preferred MVS provider, you should review and sign the MVS agreement, and establish a clear timeline and action plan for the transition.

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Step 3: Implement and monitor the MVS agreement with the support of your Independent Service provider (ISP)

The final step is to implement and monitor the MVS agreement with the support of your ISP. This involves the following activities:

- Communicating and coordinating with your existing vendors to terminate or transfer your service contracts, as per the agreed terms and conditions.
- Providing your ISP with access to your equipment and service records, as well as your site and safety protocols.
- Scheduling and conducting an onsite orientation and training session for your ISP's field service engineers, to familiarize them with your equipment and expectations.
- Setting up and testing the communication and reporting systems between you and your ISP, such as phone, email, online portal, or mobile app.
- Launching and executing the MVS agreement, according to the service plan and schedule.
- Evaluating and measuring the performance and satisfaction of your ISP, using key performance indicators (KPIs), service reports, and feedback surveys.
- Reviewing and adjusting the MVS agreement, as needed, based on the results and feedback.

Throughout the implementation and monitoring process, you should maintain regular and open communication with your MVS provider, to ensure a smooth and successful transition. You should also leverage the resources and support that your MVS provider offers, such as online tools, best practices, and case studies, to optimize your service experience and outcomes.

How to overcome the potential challenges or concerns during the transition

While transitioning to MVS can bring many benefits and advantages, it can also pose some challenges or concerns, such as:

- Resistance or skepticism from your clinical staff, who may be accustomed to or attached to their existing vendors.
- Uncertainty or anxiety about the quality and reliability of the ISP, especially for complex or critical equipment.
- Complexity or difficulty in managing multiple service contracts, vendors, and equipment, especially during the transition period.
- Unforeseen or unexpected issues or delays that may arise during the transition, such as technical glitches, contractual disputes, or staff turnover.

To overcome these challenges or concerns, you should adopt the following strategies:

- Communicate and educate your clinical staff about the benefits and rationale of transitioning to MVS and address their questions and concerns.
- Involve and engage your clinical staff in the transition process and solicit their feedback and suggestions.
- Establish and maintain a trusting and collaborative relationship with your ISP and share your goals and expectations.
- Monitor and evaluate the performance and satisfaction of your ISP and provide constructive feedback and recognition.
- Anticipate and plan for potential issues or delays and have contingency plans in place.
- Seek and apply the guidance and best practices from your ISP, as well as other healthcare facilities that have successfully transitioned to an ISP for MVS.

By following these strategies, you can overcome the potential challenges or concerns during the transition and ensure a positive and productive service experience for you and your clinical staff.

Transitioning to MVS is a smart and strategic move for any healthcare facility that wants to optimize their diagnostic imaging equipment performance and uptime, while reducing their service costs and complexity. By following the steps and procedures outlined in this blog post, you can transition to MVS smoothly and successfully, and enjoy the benefits and advantages of a single, customized, and consistent service solution for all your diagnostic imaging equipment, regardless of the OEM.

If you are interested in learning more about Multi-Vendor Service from Christie Innomed, or want to request a free, no-obligation assessment of your equipment and service contracts, please contact us.

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