



Preventative Maintenance & Asset Tracking

Preserving Value, Ensuring Efficiency

CASE STUDY

Central PA Health System

An integrated health system serving communities in central PA and northern MD recently underwent a significant initiative to refresh its entire cart fleet, consisting of 1,300 carts spread across its facilities. These carts, ranging from 2008 to 2016 models, had exceeded their warranty periods and required replacement. However, the project encountered delays due to the COVID-19 pandemic, halting progress for a year. In 2021, the health system sought competitive pricing for cart maintenance services as their current provider's contract was expiring.



THE CHALLENGE: What we needed to overcome

Challenges Faced

- The cart fleet comprised aging carts out of warranty, raising concerns about reliability and operational efficiency.
- Uncertainty regarding the replacement schedule for the carts, exacerbating maintenance challenges.
- The need for cost-effective solutions to address immediate service requirements while planning for long-term fleet replacement.

In response to the health system's needs, a comprehensive solution was proposed:

- The introduction of a Preventive Maintenance program aimed at proactive upkeep of the cart fleet.
- Conducting thorough inventory and assessment of the condition of each cart to identify maintenance priorities.

- Utilization of advanced asset management tools to pinpoint problematic carts and streamline maintenance efforts.
- Collaboration with Capsa representatives to align strategies for fleet replacement, ensuring a targeted and condition-based approach.

The transition from reactive break-fix services to proactive maintenance has significantly enhanced cart reliability and uptime within the health systems network. Futura's implementation of a cost-effective service model, with separate billing for parts, has empowered the central PA health system to make more informed decisions regarding repairs, optimizing resource allocation. Moreover, the establishment of a parts cost threshold has streamlined maintenance efforts, ensuring that resources are allocated efficiently based on priority needs.



THE SOLUTION: Preventative Maintenance & Asset Tracking



Futura's provision of additional services, including cart breakdown, technology transfer, and recycling, has further enriched the partnership by adding value beyond traditional maintenance services. Collectively, these implementations and accomplishments have not only addressed the health system's immediate service needs but have also laid the foundation for a more proactive and sustainable approach to cart fleet management.

Implementation and Results

The implementation of the proposed solution has yielded significant and tangible results. Firstly, it promptly addressed pressing service needs while also deferring a large capital purchase, resulting in substantial cost savings for the healthcare network. Additionally, the solution provided valuable insights into the condition of the cart fleet, enabling informed decision-making regarding replacement priorities based on real-time data. This demonstrated the value of Futura as a strategic partner, as it not only delivered cost-effective solutions but also exceeded service expectations.

Additionally, the project saw the successful replacement of 130 medication carts, with plans underway for an additional 200 replacements, showcasing the efficacy of the implemented strategy.

Looking ahead, the partnership with the integrated health system hold promising prospects:

- Continued collaboration to facilitate further fleet replacement initiatives.
- Scaling up services and solutions to accommodate evolving needs and ensure long-term operational excellence.
- Exploration of opportunities to extend services to other areas within the systems operations, leveraging the success of the cart fleet revitalization project.

The collaboration between the central PA health system and Futura exemplifies the power of strategic partnership and innovative solutions in overcoming complex challenges.

RESULTS

By implementing a proactive maintenance approach and delivering cost-effective services, Futura has not only addressed immediate needs but also positioned itself as a trusted partner for future endeavors. The success of the cart fleet revitalization project underscores the importance of adaptability, collaboration, and value-driven solutions in healthcare operations, setting a precedent for similar projects in the industry.

About Us

Futura is a trusted industry partner, dedicated to improving patient and staff experiences through innovative services and technology. We are vendor agnostic, assisting healthcare institutions in achieving strategic objectives like improved patient outcomes, operational efficiency, and clinician engagement. With over 30 years of experience, we've defined best practices in healthcare technology. Our approach involves assessing current technology systems, defining strategic goals, evaluating potential solutions, and providing comprehensive integration plans. Our commitment extends to training and support, with continuous review to adapt to evolving needs and technologies.



120 Gibraltar Road, Suite 200
Horsham, PA 19044 215.642.3363