

SERVICE PROFILE:

Group Health Cooperative

Seattle, Washington



IT'S ALL CONNECTED.

CLINICAL TECHNOLOGY SERVICES

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Group Health Cooperative

KEY CHALLENGES

Group Health Cooperative has experienced significant growth in member volumes during its more than 10-year relationship with ARAMARK Healthcare Clinical Technology Services.

To support the organization's continued expansion, Group Health Cooperative has challenged ARAMARK Healthcare to impact its patient safety, staff satisfaction and operational efficiency by providing cost-effective clinical equipment and imaging services solutions that:

Positively impact employee, nurse and physician satisfaction

Ensure optimal safety and performance of clinical equipment

Enhance operational efficiency through a centralized database of clinical and imaging equipment

OVERVIEW

Founded in 1947, Group Health Cooperative (Group Health) is a consumer-governed, nonprofit healthcare system that coordinates care and coverage. Based in Seattle, WA, Group Health and its subsidiary health carriers, Group Health Options, Inc. and KPS Health Plans, serve more than 600,000 members.

Since 2000 ARAMARK Healthcare Clinical Technology Services (CTS) has collaborated with Group Health to deliver clinical equipment and imaging technology maintenance across Group Health's clinics in Washington state and north Idaho.

RESULTS ACHIEVED

Today, in collaboration with ARAMARK Healthcare, Group Health has achieved key results in the areas of employee, nurse and physician satisfaction, service excellence and operational efficiency.

EMPLOYEE, NURSE AND PHYSICIAN SATISFACTION

- Stabilized CTS employee turnover rates through implementation of ARAMARK Healthcare's I Impact performance management system, which focuses on employee engagement, training and recognition
- Positively impacted customer and staff satisfaction by implementing ARAMARK Healthcare's Manager Rounding initiative and establishing Service Level Agreements with key managers
- Implemented ARAMARK Healthcare's Integrated Service Information System (ISISpro), a paperless work request and service dispatch system, driving operational efficiency and improving response time and user satisfaction

SERVICE EXCELLENCE AND QUALITY

- Established a comprehensive inventory of Group Health's more than 12,000 clinical equipment and imaging assets across all locations to enhance performance of preventive maintenance and maximize equipment utilization across the network
- Supported the opening of a new Group Health clinic in Bellevue, WA, in July 2008, completing safety inspections on more than 1,500 pieces of relocated clinical equipment in just under five days



SERVICES:

**CLINICAL EQUIPMENT
MAINTENANCE MANAGEMENT**

CLINICAL EQUIPMENT ASSETS:

MORE THAN 12,000

- Reduced employee safety incidents to record low levels, including a 12-month period with zero incidents, by adopting ARAMARK Healthcare's Safety Excellence Plan — which includes safety-focused employee training, reward and recognition programs, monthly safety inspections and weekly regional incident review calls
- Contributed to positive outcomes for accreditation and licensure surveys including Group Health's transition to DNV accreditation process, receiving zero recommendations for CTS
- Established a technology assessment manager position to proactively engage with service-line leaders across clinics to assess equipment uptimes, capital planning and emerging technology needs

OPERATIONAL EFFICIENCY

- Evaluated all clinical and imaging assets for risk related to Protected Health Information (PHI) regulations, and leveraged ARAMARK Healthcare's ISISpro technology to track each asset's impact on PHI and last date of risk assessments

IMPACT IN ACTION:

Equipment Standardization Drives Consistency, Efficiency and Excellence.

ARAMARK Healthcare CTS partnered with leaders across Group Health to develop benchmarks for the types and quantity of mobile clinical equipment required to operate primary care clinics depending on various criteria. The initiative created opportunities to enhance operational efficiency through streamlined equipment purchasing and standardized employee training since equipment is consistent across all locations. Through ARAMARK Healthcare's comprehensive inventory of Group Health's more than 12,000 biomedical assets, several opportunities were identified to transition equipment across locations to maximize equipment utilization.

FACILITIES SERVED:

Hospitals: 1
 Primary Care Medical Centers: 26
 Specialty Care Units: 6
 Behavioral Health Clinics: 7
 Eye Care Clinics: 14
 Audiology/Hear Centers: 5
 Speech, Language & Learning Services Clinics: 8

WEBSITE:

WWW.GROUPHEALTH.ORG

START DATE:

1999

NUMBER OF EMPLOYEES:

14



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