

COST OF OWNERSHIP: EQUIPMENT SERVICE & SUPPORT



Asset Recovery Expert

FIRST CASE



Ashley Jackson
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First Case Asset Recovery Expert™:

Cost of Ownership

Ashley Jackson | VP Asset Management Solutions @ Mazree

Cost of ownership in medical equipment extends beyond initial purchase. It encapsulates the hidden expenses of maintenance, upgrades, replacements, and service contracts, significantly influencing the bottom line. A crucial aspect of efficiently managing these costs is standardization in categorizing equipment failures, as highlighted in AAMI's white paper on CMMS failure codes. It calls for comprehensive service reporting and structured utilization of Computerized Maintenance Management System (CMMS) software.

Just as hospitals have unique failure codes, their service cost reporting varies. However, some don't track individual work order costs, resulting in inaccurate budgeting and premature or delayed end-of-life determinations for equipment. Although CMMS software can be instrumental in tracking these costs, their complexity often hampers usability and implementation.

Effective management of service contracts is vital. Not only tracking what's covered or the per-device cost, but also evaluating contract efficiency is crucial. Asking questions like: Are downtime requirements being met? How many times was service required last year, and what was done each time? Regular evaluations prevent the contract from becoming a financial drain rather than an asset.

In-house service introduces another level of complexity - accurate reporting of parts cost. Workflow disruptions often result in non-reporting of utilized spare parts. However, with a centralized management system for spare parts and PM kit inventory, your CMMS software can link parts cost to each work order, giving a precise service cost for each device. This allows for true cost of ownership calculations, forming a more accurate service budget, and proactively managing end-of-life replacements and capital forecasting.

In conclusion, standardizing failure code categorization, maintaining accurate service cost reporting, and effectively managing service contracts are integral parts of lifecycle management. By addressing these areas, healthcare providers can improve their bottom line while ensuring top-notch patient care. AAMI's white paper provides valuable insights to help guide this process.

Have more questions for this expert? Contact Ashley at ashley.jackson@mazree.com

Asset Recovery Expert Series™ Biography:

Ashley Jackson

VP of Asset Management Solutions



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Ashley Jackson is the VP of Asset Management Solutions at Mazree. With several years of experience at Memorial Sloan Kettering Cancer Center as a Biomedical Engineering Manager, Ashley is a foremost expert in Asset Management. She now oversees the development and implementation of Mazree's innovative and advanced Lifecycle Management CMMS product set to launch in 2023.

Ashley is passionate about implementing technology-driven solutions to optimize operations in the hospital. She strives to find new and innovative ways to enhance patient care by focusing on delivering key outcomes, building amazing collaborative teams, and quickly adapting to feedback from stakeholders. Over the years, Ashley's ability to develop, scale, and optimize solutions has garnered recognition and made tangible differences. Ashley is a supporting author for the book *Leveraging Technology as a Response to the COVID Pandemic*, which is available now on Amazon. Additionally, Ashley was awarded The Robbins Family Award for Excellence in Collaboration for her work in the onset of the Covid-19 pandemic.

Now, she is taking the lessons learned from the hospital setting to her new role at Mazree by helping create software which will greatly improve the hospital's ability to effectively manage the full lifecycle of their medical equipment.

When she is not working, Ashley is an avid musician and loves spending her time singing or playing the piano/guitar.



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