

CREST Services



Providing
Solutions for
Equipment Maintenance
Management

Keeping Healthcare Technology Healthy



Equipment Maintenance Management Program

SKILLED PROFESSIONAL TEAMS

- Onsite staff allows for faster response times while our rounding philosophy results in a proactive service delivery approach. Our qualified technical staff translates to savings directly for our clients due to training costs being incorporated into the CREST program. This allows us to take on more on-site responsibility for equipment minimizing costly OEM service.
- CREST's dedicated support technicians cover a wide range of equipment. Highly trained specialists are focused in the areas of CT, MRI, Nuclear Medicine, Anesthesia and Endoscopic Systems. Each technician has a unique background which allows them to provide expert insight for support, repair, preventative maintenance and training. Support Specialists provide phone and onsite support as well as PM assistance, first call and detailed system training. They are our experts and their job is to help.
- Each of our senior leadership members has over 20 years of experience in clinical engineering, having worked as a technician or service engineer before moving into a management role.

REGULATORY COMPLIANCE

- CREST complies with The Joint Commission Accreditation Manual for Hospitals, AAMI Recommended Standards and Practices, NFPA 99 Standard for Health Care Facilities, AHA Maintenance Management for Medical Equipment, Code of Federal Regulations, CAP Clinical Laboratory Improvement Manual, and manufacturer's operation and service literature.
- CREST Services ensures that policies and procedures are reviewed and updated at least annually to reflect current industry standards.

STANDARD COVERAGE PERIOD: 24/7

- Principle Coverage Period flexible to meet each client's individual need with no additional billing for outside PCP needs.
- Flexible guaranteed on-site hours to accommodate from the largest metropolitan hospital to the smallest rural facility.

SHIELD Program

- Skilled Professional Team
- Regulatory Compliance
- 24/7 Coverage
- Cost Capped Concept
- In-Service and Education
- Quality Assurance
- Documentation & Trend Recognition
- Capital Equipment Planning
- Inventory Management
- Healthcare Program Compliance

INDUSTRY COMMITMENT

CREST's operational leadership are active members of AAMI. Corporately, CREST participates in national, regional and local trade shows and expos that support the clinical engineering industry.

CREST employees are active in local and regional biomed associations within our areas of coverage.

We work closely with biomed training programs nationally and welcome biomed interns and new graduates.

SERVICE REVIEWS

Regular meetings include Agreement review, administrative review, follow up on open issues, new objectives, equipment incidents and risk management.

RESOURCES

Using a broad range of resources, we enhance our customers' service programs while reducing costs and improving quality of service delivery. These resources include parts sourcing, service contract management, strategic partnerships with vendors, improved tools and training and industry best practices.



COST CAPPED CONCEPT/GUARANTEED FEE

- Fixed monthly billing with predictive adjustments based on contractual agreement.
- Our commitment to eliminate hidden costs allows our customers to accurately budget for service.

IN-SERVICE AND EDUCATION

- CREST provides in-service training and works with each client to determine the frequency and needs of in-service training. In-service training is intended to acquaint equipment users with the equipment and its functions and to provide operator preventative maintenance procedures and proper operating and safety procedures.
- In-service training is a vital part of user error tracking and The Joint Commission requirements. CREST will assist in developing regular in-service programs and periodic updates to end-users.
- In-service training is designed and intended to supplement the client's internal in-service program and should not be viewed as either a replacement of, or a substitution for, the client's own program.

QUALITY ASSURANCE

- CREST performs an annual compliance survey to audit our Clinical Engineering Program. The survey encompasses documentation review, an onsite visit, and employee and customer satisfaction.
- This audit checks compliance with our policy and procedures which reflects current Joint Commission standards.
- CREST ensures that policies and procedures are continuously reviewed and updated at least annually to reflect current industry standards.



Equipment Maintenance Management Program

DOCUMENTATION & TREND RECOGNITION

- Combining our on-site teams' proactive service delivery strategy with our equipment database, service histories and shared knowledgebase allows our equipment managers to document and recognize trends.
- Each site focuses on a minimum of three Performance Improvement Initiatives "PIs" to help drive regulatory compliance and improvement.
- Comprehensive Reporting
 - Equipment service history
 - PM schedules and statistics
 - Comprehensive equipment inventory and adjustment
 - Equipment uptime
 - Service response time
 - Equipment performance metrics

CAPITAL EQUIPMENT PLANNING

- CREST offers capital planning assistance through equipment reports detailing uptime, number of service events, discontinued vendor support, and lack of repair part availability. We help our customers extend the useful life of equipment and increase patient volumes on specific equipment through improved utilization methods. The life of certain pieces of equipment can be supported beyond the typical life projections of the OEM through the use of our alternate sourcing.
- CREST provides unbiased data and advice on capital purchase planning by utilizing our growing database of information to help in decision making.
- Medical Equipment Life Cycle Asset Application – Access to our web-based life cycle asset application identifies important considerations for cost of maintenance such as downtime and potential parts replacement.

HEALTHCARE PROGRAM COMPLIANCE (HIPAA)

- Working through your Information Management Department, CREST will manage medical equipment network security, HIPAA evaluations and PHI removal.

INVENTORY MANAGEMENT



Benefits:

- Single point of contact for accountability on all medical equipment.
- Critical Device Alerts (CDAs) – CREST understands the importance of communication during critical equipment downtime. CDAs are CREST's way of keeping you informed when every minute of mission critical equipment downtime counts toward inability to perform patient care.
- Centralized Procurement and Parts Sourcing
- Shared Resources: We achieve economies of scale and major cost efficiencies by sharing specialist, services and management.
- Escalation Plan – CREST Services recognizes the importance of continuous equipment operations within health care facilities. In order to be more responsive to repair requests, CREST has developed an escalation plan for high-usage equipment repair.

CREST Services is a privately held Independent Service Organization offering custom Clinical and Diagnostic Equipment maintenance solutions that reduce costs, increase revenue streams, improve performance, and allow hospitals to focus their resources on providing uncompromised healthcare to their patients. CREST offers a full range of services.



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