

CASE STUDY

GRAHAM HOSPITAL :: CANTON, IL

- » Located in West Central Illinois, 200 miles from Chicago
- » Employs more than 700 people

THE CHALLENGE ::

Graham Hospital is nestled in the heart of Canton, IL, a small town 200 miles outside of Chicago. Though part of a rural community, Graham boasts the amenities typically found in a hospital in a much larger city. Graham is a highly accredited, full-service community hospital that offers 24-hour emergency service, inpatient care and imaging and laboratory services.

Like many other hospitals nationwide, executives at Graham were dealing with continued reimbursement pressures while their patients were still expecting a continued improvement in services.

Taking on this task can be challenge enough; operating within a decentralized process in systems management and maintenance made the undertaking that much more difficult. Multiple decision makers resulted in confusion by duplicating processes and overlapping duties.

THE GOALS ::

- » Be proactive in making changes to aid in improving compliance
- » Seamless integration of biomedical engineers with existing Graham Hospital staff
- » Reduce and manage costs more effectively, decrease downtime and improve quality
- » Create a centralized process and identify efficiencies

THE SOLUTION ::

Graham Hospital ultimately selected Renovo Solutions over other technology management firms because of the due diligence exhibited in helping address concerns, working with existing departments and coordinating the best approach for Graham staff as they moved forward.

By looking at the entire process and bringing various departments together, Renovo was able to address the problems caused by a decentralized process. Renovo

staff went above and beyond, even helping with problems that didn't necessarily fall under their umbrella.

THE RESULTS ::

- » Renovo has provided Graham Hospital with significant cost savings by reshaping and centralizing the hospital-wide clinical equipment management program.
- » As a neutral third party, Renovo helped Graham executives in renegotiating certain necessary service agreements.
- » Renovo provided peace of mind in improving the documentation systems, which will aid in the next Joint Commission survey.
- » Renovo has improved the level of customer satisfaction with equipment service throughout Graham, and continues to do so on a daily basis.



“During the due diligence process they really educated us on the lifecycle costs of equipment, not necessarily (just) the acquisition costs.”

– CEO of Graham Hospital, Bob Senneff



Today more than ever, hospitals across the country are faced with mounting pressure to increase efficiencies while cutting costs,

a problem that President and CEO of Graham Hospital, Bob Senneff, in Canton, IL, and Vice President of Finance and CFO of Graham Hospital, Jim Stratton know all too well.

“We’re under constant pressure and stress. Our payers and our public are asking more and more of us, but paying us less and less,” Senneff said. Echoing the difficulty at hand, Stratton added, “We’re almost mandated to look for efficiencies within our systems. We had a very decentralized process of our systems management, of the maintenance of all of our equipment throughout the house.”

Though their dilemma was similar to one being faced by hospitals throughout the country, Senneff and Stratton were not content with continuing in the same disjointed and decentralized manner. Seeking a better solution, they reached out to Renovo Solutions.

“Working with Renovo allowed us to be able to take a look at the entire process... and help us manage that cost more effectively,” Stratton said. Providing clinical equipment management

programs and services to hospitals nationwide, Renovo Solutions has proven to be an ally to hospitals who, like Graham, needed to find a better way to manage assets. Further, as a neutral, third party, Renovo is able to offer valuable insight to hospitals as they select new equipment or negotiate service agreements.

“We recently went through a negotiation with three vendors for a CT scanner. Renovo helped us throughout the process and helped us evaluate long-term (lifecycle) costs,” Stratton commented of the value Renovo has added to their organization. Elaborating on this Stratton added that in that in midst of negotiation, by “leveraging our partnership with Renovo, we found savings.”

As to why Renovo stood out amongst its competitors as the best choice for their hospital, Senneff said, “During the due diligence process they really educated us on the lifecycle costs of equipment, not necessarily (just) the acquisition costs.” It was this kind of attention to detail and in-depth understanding that made Renovo stand out among other clinical equipment management firms.

“As the relationship grows, it is great to see new ideas on ways to find additional savings or do more with the same costs. It really helps when we are looking to maintain or purchase new technology,” added Stratton. Contributing to Renovo’s positive impact at Graham Hospital has been the staff’s response to their involvement, which according to Stratton has been, “overwhelmingly very good.”

As executives at Graham Hospital have witnessed, a partnership with Renovo is so much more than a contract; a partnership with Renovo constitutes a relationship, peace of mind and the knowledge that promises made are promises kept. Elaborated Senneff, “This is a marriage. We’re not dating, we’re married, and I hope to stay married for a long time.”



President and CEO, Bob Senneff (left)
CFO and Vice President of Finance, Jim Stratton (right)