

## Reducing Hospital Bed Maintenance Costs with Rapid Action

An urban hospital system got control of spiraling bed maintenance costs by deploying a rapid, small team approach to Lean improvement, and earned a \$40,000 savings windfall in the process.



### SITUATION

The facilities management department supporting an urban healthcare system with four hospital campuses needed to quickly get control of bed maintenance fees paid to external repair providers as part of a system-wide cost reduction initiative.

### TEAM ENGAGEMENT STRATEGY

Engage a small team of technicians, facilities managers, nurses and financial reps to examine the end-to-end bed maintenance process and find savings opportunities. Equip the team with **Rapid Action**, an “all in one” team engagement toolkit for accelerating results.

### RAPID ACTION PROJECT CHARTER

How can we effectively and economically improve the bed maintenance process in order to reduce the need for external repair, increase utilization of internal repair capabilities, and negotiate more favorable terms and prices with external repair providers?

### SAMPLE SOLUTIONS IMPLEMENTED

1. Completed an audit of all beds to verify counts, properly tag for condition and flag un-repairable beds for disposal.
2. Identified and assessed capabilities of internal staff for completing bed repairs, as well as condition of current repair equipment gaps.
3. Developed a proposal to in-source bed maintenance for certain classes of beds, reducing the reliance on relatively expensive external repair services.
4. Reviewed accuracy of external repair provider contracts and audited invoices against contract terms to identify potential credits.

### RAPID ACTION TEAM RESULTS

8

solutions tested and implemented

25%

reduction in total beds requiring service contracts

\$40,000

credit from external supplier contracts

68 days

cycle time from team launch to wrap-up



*We knew bed maintenance was a big expense, but Rapid Action helped us to shine a spotlight on where we could save money and quickly prioritize actions to realize savings.*

– EQUIPMENT SUPERVISOR

## RAPID ACTION FOR LEAN HEALTHCARE Reducing Hospital Bed Maintenance Costs with Rapid Action



# The “All in One” Team Engagement Toolkit for Accelerating Results



Prelaunch Planner



Action Accelerator



Scripted Meeting Guides



Quick Read Booklets



Idea Sorting, Prioritizing and Tracking Posters



e-Templates & Tools



## LEARN MORE ABOUT RAPID ACTION FOR LEAN HEALTHCARE

*Are you interested in accelerating results and increasing engagement from your organization's change management and continuous improvement initiatives? Take a look “inside the box” of the most reliable process available for rapid, team-based improvement.*



Call 800.254.6805 or email to [request@improvefaster.com](mailto:request@improvefaster.com) to schedule a demo of the Rapid Action Toolkit.



For more information including Case Studies and White Papers please visit [www.improvefaster.com](http://www.improvefaster.com).

## Leap Technologies

*Improve faster through better team engagement!*

*Since 1993, Leap Technologies has helped healthcare organizations get on the path to faster, more-affordable Lean deployment.*

*Organizations including Carle Foundation Hospital, HealthPartners, Genzyme, Novation and Pfizer have accelerated results from Lean initiatives by deploying Leap Team Engagement Toolkits to productively engage more leaders and employees in “the improvement game” while building the internal capability to achieve lasting gains.*

*For organizations looking for a faster, better and more-affordable way to leverage the power of Lean Healthcare, Leap Technologies is the resource of choice.*