

InSite improves patient care, productivity for California imaging center

Solution Overview

InSite provides value for Valley Imaging Partnership, ensuring highest quality patient care and maximizing productivity in diagnostic imaging for Queen of the Valley Hospital, its emergency room and physicians. When equipment fails at a critical moment, InSite enables GE to diagnose and solve problems quickly—some remotely—or provide valuable repair timeline information on which to base patient rescheduling decisions.

Profile: Valley Imaging Partnership, West Covina, Calif.

Website: www.valleyimaging.org

Imaging Services: Diagnostic imaging in all major modalities

Patient Exams: 2,000 per month

A digital diagnostic service from GE Healthcare is helping Valley Imaging Partnership (VIP) improve imaging quality and maintain diagnostic imaging productivity. The independent imaging practice serves local physicians, and Queen of the Valley Hospital and its emergency room – the busiest in Los Angeles County.



VIP, in West Covina, Calif., provides a full array of imaging services to about 2,000 patients monthly. It offers computed tomography (CT), magnetic resonance (MR), ultrasound, bone densitometry and positron emission tomography (PET). VIP is committed to providing cutting-edge diagnostic equipment to improve patient care. It recently installed a 16-slice CT system to perform angiography throughout the body.

InSite™ is the tool GE has employed for over a decade to deliver digital equipment diagnostics and support “24/7” to healthcare customers around the globe. InSite enables monitoring, diagnosis, and system repair by a GE engineer via a constant, encrypted data connection. It not only expedites onsite fixes, it can enable many issues to be handled by GE’s On-Line Center engineers.

VIP uses InSite to improve equipment uptime, particularly important in its services to the ER at Queen of the Valley Hospital.

“My primary concern is ensuring that we have scanning equipment in top operating condition to support the life-and-death situations we get in the hospital ER,” says Ben Schwach, CT supervisor at VIP. “Let’s say I’m ready to scan an accident victim and the machine goes down. I simply push the iLinq™ button to reach the GE On-Line Center.”

VIP placed 38 calls via InSite last year. Of those, 26 of the repair issues were instantaneously handled through InSite and another nine calls involved service visits that were handled more efficiently thanks to the system data that was sent back to GE via the continuous InSite connection. InSite delivers VIP an estimated value of nearly \$182,000 a year from avoided downtime.

“The GE engineer brings our system up on his screen and more than half the time has been able to diagnose and repair the difficulty remotely using InSite. If the problem cannot be fixed immediately, I get a precise timeframe for repair. Now, we can make the critical decision of whether to switch the patient to another piece of equipment or another facility, or wait for the GE repair,” says Schwach.

InSite has clearly provided productivity improvement at VIP. “Through InSite we know whether to reschedule a full day’s patient load or just a couple of hours,” points out Schwach. VIP has used InSite since its inception over a decade ago.

“Prior to InSite we had to assume a malfunctioning scanner was going to be out for at least the rest of the day. My staff would spend hours on the phone rescheduling the day’s entire patient load or possibly send them to another facility if time was of the essence. Patients were inconvenienced, and we often lost at least a portion of that day’s income. Now, the GE

Service Center immediately tells me the cause of the problem and the availability of the part, estimates repair time, and dispatches my repair engineer. We may need to reschedule only a couple of hours of patient appointments – not the entire day.

“I consider GE the gold standard for imaging products and service,” says Schwach, who has worked for VIP nearly 30 years. “I have worked with other brands, but I find GE equipment requires fewer repairs. Training is top-notch, parts are available, and my GE engineers are available 24/7. Others promise, GE delivers.”

Schwach has developed a strong relationship with his GE service engineers over the years.

“Our GE engineers are an extension of our own staff. They could be doing routine maintenance or handling an emergency repair reported through InSite. It doesn’t matter whether they are on the phone or in-person at our facility – our GE service engineer and the GE InSite On-Line Center staff always understand the importance and urgency of our situation and respond accordingly.”

GE Healthcare

Chalfont St. Giles

Buckinghamshire, UK

www.gehealthcare.com

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