



Flexible MES solutions for the challenges of today & tomorrow

MES Group | January 2019



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Exploring the Benefits of a Managed Equipment Services

As fundamental changes in healthcare continue, health systems and governments face a growing challenge – how to improve patient care and services while managing increasing costs. In Canada, the increasing requirements from a declining infrastructure, an aging demographic and the growing complexity of the equipment continues to put unsustainable strains on the healthcare system.

And while global advances in healthcare technology and services investment will continue

to benefit Canadians over the long term, more immediate challenges will require the Canadian healthcare sector to adopt innovative solutions.

At MES Group, we believe that now is the time for Canadian healthcare providers to consider innovative partnering solutions such as Managed Equipment Services (MES) that allows you to concentrate on what's most important – patient care.

What are Managed Equipment Services (MES)?

A Managed Equipment Service (MES) is designed to provide healthcare providers with access to leading edge medical technology and equipment through a flexible and specialized partnership. For a fixed periodic fee and typically covering a period of 10-25 years, an MES solution is customized to meet specific needs related to medical equipment management including ownership, installation, user training, maintenance and replacement.

Why choose an MES solution?

Improve Patient Care & Services



Maximize patient care by reducing downtime.

Enhance Performance & Efficiency



Improve workflow and enhance operational efficiency.

Reduce Costs & Improve Financial Stability



Transparent costs at a fixed annual fee help providers maintain financial stability and improve budgeting.

Ensure Access to Innovative Technology



Guaranteed, ongoing access to cutting-edge medical equipment and staff training.

Transfer Legal, Commercial & Operational Risks



Partnership approach transfers significant risks to MES service provider.

Customize Solutions to Maximize Results



Bespoke MES solutions allow for individually tailored approach which are streamlined to meet specific needs affordably.

Case Study

MES Group members advised William Osler Health System – one of Canada’s largest community hospitals with three sites in Brampton and Etobicoke, Ontario – on a \$154 million MES contract awarded to a private-sector service provider. The MES contract, with a term of 15 to 25 years, offers a comprehensive suite of services, and includes the procurement, ongoing replacement and maintenance of approximately 190 pieces of diagnostic imaging and diagnostic cardiology equipment, as well as financing solutions, ongoing education and training for clinical users, onsite technical support, room renovations, professional services and a technology refresh program.

- **Lesson 1.** Change is difficult, including when bringing in new disruptive technologies. Staff needs guidance, support and tools to make the adjustment. At Oslers, the service provider brought in the experts, focusing on equipment utilization to make sure staff are optimizing equipment use and on workflow adjustments.
- **Lesson 2.** To avoid technology obsolescence, large bundles of medical technology sometimes need to be replaced all at once. This is what happened at Oslers, which replaced about 30 pieces of diagnostic imaging equipment all within roughly one year. The MES partnership allowed Oslers to stay on the leading edge of clinical advances.
- **Lesson 3.** Obtaining funding for new technologies is an ongoing battle for most healthcare organizations and the problem is getting worse. Because a lot of equipment was going to reach end-of-life at the same time at Oslers, the hospital was facing a cash-flow problem that was going to require a significant investment of capital. Instead, the MES partnership allowed Oslers to spread the costs over the next 15 years while being able to respond to client expectations and improve clinical outcomes.
- **Lesson 4.** Staying abreast of the evolving technologies and selecting the right technology to bring into the hospital is time consuming. Researching equipment, attending meetings and making pitches for various types of technologies all take precious time away from what truly matters – treating patients. The MES partnership at Oslers allows physicians to spend more time with patients and puts the responsibility to shop around and procure the right technologies into the hands of an expert service provider.

How can MES Group help?

MES Group's team of professionals works with you to assess your current and future needs, in different ways:

- We conduct a detailed assessment of your MES needs over the longer term (usually from 10 to 25 years) to help you determine your best options.
- We run workshops upfront to validate the principles and the direction you choose and to ensure that all views and relevant issues have been considered.
- We develop a staged no-risk implementation program that allows you to smoothly transition to an MES solution, which includes mutually agreed key performance indicators.
- We establish proof points that allow the hospital to further expand the MES solution over an agreed timeframe.
- We make available the latest technologies in the marketplace for your current and future needs. Your initial solutions and products are upgraded with future enhanced technologies at the end of each lifecycle, all at no incremental cost to you.
- We bring a team of professionals who work with your staff to facilitate change management as we, together, go through each phase of the implementation.

Our MES solution will enhance your ability to attract the best professional staff available anywhere.

What is MES Group's Experience?

The MES Group team has extensive experience working inside hospitals and other health-related organizations and as such, we appreciate the institutional subtleties that sometimes make the difference between achieving a good or an excellent result.

Our team also includes a rich network of independent advisors who help guide and provide strategic advice to your leadership group. These include preeminent physicians, former hospital C-suite administrators, health-industry thought leaders and former high-ranking government officials.

Partnering with MES Group

MES Group provides flexible Managed Equipment Services to healthcare providers across North America. Our solutions enable access to the latest in medical technologies while helping our clients improve patient care and patient experience through improved hospital environment, enhance productivity at all stages of the value chain – from planning and installation to user training and maintenance, and reduce capital and operational costs. At MES Group, our solutions help ensure that patient care remains at the forefront of our clients' focus.



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