

# OPTIMIZING EQUIPMENT UPTIME & REDUCING COSTS AT TIDALHEALTH

*"The InterMed team is key to the department's overall success. They have consolidated equipment, reduced costs, managed budgets effectively and extended equipment lifecycles through improved management and service"*

- TidalHealth Vice President

## Challenge

TidalHealth, a two-hospital, 50-clinic system managing 10,400 medical devices across Southern Delaware and Eastern Maryland, struggled with:

- › **Inefficient asset tracking:** Frequent equipment misplacement led to delays in patient care, unnecessary capital expenditures, and an increased reliance on expensive OEM service contracts.
- › **Excessive equipment purchasing:** Lack of visibility into asset utilization resulted in costly, unnecessary purchases
- › **Rising maintenance costs:** Dependence on multiple OEM service contracts increased expenses and slowed down equipment servicing.
- › **Long OEM response times:** Critical diagnostic and treatment equipment were often out of service for extended periods, delaying care and frustrating both staff and patients.

## Solution

InterMed implemented a comprehensive Healthcare Technology Management (HTM) program, tailored to TidalHealth's needs, integrating advanced asset tracking, on-site staffing, and strategic service contract management. The key elements of the program included:

- › **Implemented Real-Time Location Tracking System (RTLS):** introduced an inventory system that located misplaced medical devices and tracked drug expiration dates, resulting in less product loss and ensuring devices were readily available for clinicians.
- › **On-Site Skilled Technicians:** Eliminated long service wait times by reducing dependence on OEM contracts, allowing for immediate repairs and maintenance at a reduced cost.
- › **Proactive Cost Tracking & Service Contract Consolidation:** Allowed for better financial planning, reducing unnecessary spending on redundant contracts and inefficient service agreements.

## Results



**\$250,000+ saved**  
by preventing unnecessary infusion pump purchases.



**Response times reduced to under 20 minutes**, minimizing downtime and improving workflow.



**Decreased reliance on OEM contracts**, saving on long-term maintenance costs.



**Increased equipment lifespan** by 3-5 years, delaying costly repairs.\*



**Preventive Maintenance** reduced machine downtime by over 40%.\*

\*BASED ON INDUSTRY STATISTICS



## About InterMed

InterMed specializes in healthcare technology management, ensuring hospital technology operates without interruption, enhancing patient care, and reducing operational costs. Our innovative JumpTeams™ and flexible outsourcing services provide hospitals with the expertise necessary to maximize equipment uptime, minimize expenses, and navigate workforce challenges efficiently.

By focusing on operational flexibility, financial impact, manufacturer-agnostic expertise, patient-centered reliability, and rigorous compliance, InterMed enables healthcare providers to concentrate on delivering superior patient outcomes.

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## About TidalHealth

We are better together on the Delmarva Peninsula. With 120+ years of care under our belt, you can be sure the TidalHealth team is here for you. TidalHealth provides a full range of services, including neurosurgery, cardiothoracic surgery, joint replacement, emergency/trauma care, comprehensive cancer care, women's and children's services, wound care and clinical trials and research as a member of the Johns Hopkins Clinical Research Network.

Quality is our constant, special is our signature and community is our core.

By combining knowledge and sharing evidence-based protocols, TidalHealth is able to offer the best healthcare on Delmarva. Primary care physicians and specialists are collaborating every day to personalize the patient experience, and new technologies and treatment options continue to define the standard for safer care, faster recoveries and better outcomes.

With its legacy of firsts and proven accomplishments since 1897 — and its ability to extend care above and beyond its walls — TidalHealth is in a position to offer the best care in our region.