

Growing El Camino Hospital's Reprocessing Program



Challenges

El Camino Hospital is a non-profit organization with hospital campuses in Mountain View, California and Los Gatos, California. At El Camino Hospital, cardiac care is a specialty, and the hospital operates an Electrophysiology (EP) Lab at its main campus in Mountain View.

The EP Lab has been using reprocessed single-use devices for several years, generating important savings from the reprocessing program to reduce the costs of its cardiac care. However, when Raquel Gonzalez, Enterprise Value Analysis Director, took a closer look at the reprocessing program, she discovered that it did not generate the savings it should.

Raquel decided that it was time for a change that could bring the reprocessing program back on track. Specifically, she knew that she would have to look for new, progressive, growth-oriented reprocessing partners to replace the legacy reprocessors who had not generated the expected results.

Solution

Raquel reached out to some of the newer reprocessing programs in the industry and soon started discussions with S2S Global. S2S Global's PremierPro Reprocessing Service provides Premier members with products and services that drive cost savings and supply chain transparency. Single-use device reprocessing of cardiology products was among S2S Global's most recent initiatives. S2S Global's EP reprocessing partner, Innovative Health, was exactly what El Camino Hospital was looking for.

The conversion was seamless, since most staff in the EP Lab at El Camino Hospital were familiar with reprocessing. Evyatar Nitzany, EP Lab coordinator, played a key role in promoting the reprocessing program at the hospital. New expectations were set in terms of regular savings reviews and onsite service:

We have gained a higher level of expertise in reprocessing and because of this a program with a much higher level of service in terms of collections, education and product availability. These are all ingredients that have helped make it a successful reprocessing program.

- Raquel Gonzalez, Enterprise Value Analysis Director, El Camino Hospital

Results

With S2S Global, new goals, policies, and savings targets were set for the EP reprocessing program. In the first 12 months, El Camino Hospital saved more than \$500,000. This did not include devices blocked from reprocessing by the original device manufacturers, and yet far exceeded results obtained with the prior reprocessing partner.

The main result we have been able to achieve through reprocessing is to minimize hospital spending while at the same time maximizing hospital revenue through the addition of more case volume complimented by newly approved reprocessed devices. With new devices continuously being approved for reprocessing we are seeing a consistent decrease in spending in proportion to case volume.

- Evyatar Nitzany, EP Lab coordinator, El Camino Hospital

The Key

Several factors have contributed to the success of the reprocessing program at El Camino Hospital:

- Strong corporate support of the reprocessing initiative, which is promoted throughout the hospital.
- Ongoing, regular savings reviews and active monitoring of collections.
- Professional collections systems and ongoing education.
- Ongoing onsite visits from reprocessor, focused on managing and growing the program in order to maximize savings.

However, the most important reason for El Camino Hospital's success, may be the collaboration and work between clinical and administrative staff – and the safety of the devices:

We have experienced minimal to no resistance from doctors in the EP lab regarding the quality of our reprocessed items. The rate of faulty catheters and cables from reprocessing is far below the defective rate of the OEM companies that provide brand new straight out of the package catheters and cables.

- Evyatar Nitzany, EP Lab coordinator, El Camino Hospital

The Future

In the future, El Camino Hospital is counting on their EP reprocessing partner to continue to increase their variety of reprocessed inventory that has been FDA cleared. Current manufacturer resistance is experienced in terms of reprocessing certain high priced devices, but this is actively being addressed, as reprocessing these catheters would further increase savings.

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