



Case study: Outsourcing

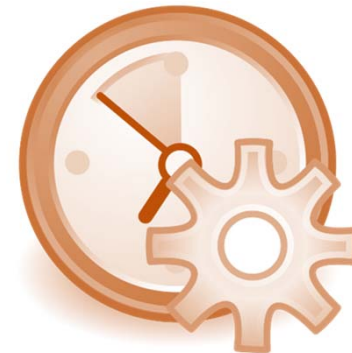
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Read the case study carefully. Keep in mind the material covered in this course. For this case, focus on Technology Management and Risk/safety management

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Discuss the case in group and formulate a clear and short answer.

Each group will have the opportunity to present the answers to the others. This will be followed by a closing plenary discussion.



Outsourcing maintenance for medical devices – risks

Maintenance of industrial equipment is carried out either in-house or outsourced [e.g. Deloitte, The Outsourcing Handbook, 2018]; this also holds for medical equipment and devices. The third party involved in outsourcing can be the OEM (original equipment manufacturer) or a specialized maintenance firm. In case of the OEM, there can be a regular maintenance contract for purchased equipment or the equipment can be acquired under a PSS (product service system) contract. Maintenance services include corrective maintenance, preventive maintenance, remote monitoring (when technically appropriate), calibration, ... but also refurbishing of older equipment. Note that for maintenance interventions both technicians and spare parts or other materials are needed.

Analyze the risks for the hospital for the possible approaches to maintenance. Are there other risks in an outsourcing scenario than with in-house maintenance ? If you make a list of potential risk, will you make a difference according to the type of equipment: e.g. MRI scanner or infusion pump